

LACCOD

LOS ANGELES

AUGUST 17, 2011

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COMMISSIONER TROOST: I WOULD LIKE TO CALL THE MEETING TO ORDER, AUGUST 17.

MAY I HAVE THE ROLL CALL

RHONDA RANGEL: (TAKING ROLL).

WE NEED ONE MORE COMMISSIONER FOR A QUORUM. BUT WE CAN DO THE INSTALLATION OF TREASURER WELLER.

COMMISSIONER TROOST: OKAY.

RHONDA RANGEL: WE WILL GO ON TO ITEM 4, INSTALLATION TO TREASURER, 2011-12.

RAISE YOUR RIGHT HAND. DO YOU AS YOU HOLD OFFICE OF TREASURER OF THE LOS ANGELES COUNTY COMMISSION ON DISABILITIES, SOLEMNLY SWEAR YOU WILL REPRESENT THE CONSTITUTION OF THE UNITED STATES, -- TRUE FAITH AND ALLEGIANCE TO THE CONSTITUTION OF THE UNITED STATES, AND THE CONSTITUTION OF THE STATE OF CALIFORNIA, THAT YOU TAKE THIS OBLIGATION, FREELY WITHOUT ANY MENTAL RESERVATION OR PURPOSE OF EVASION, OR WILL WELL AND FAITHFULLY START THE DUTIES UPON WHICH YOU ARE ABOUT TO ENTER.

COMMISSIONER WELLER: I DO.

GREAT.

>>CONGRATULATIONS.

COMMISSIONER NEAL: SPEECH, SPEECH.

COMMISSIONER TROOST: LET'S GO DOWN TO ITEM #7, MY REPORT. I HAVE FOUR THINGS TO TALK ABOUT.

ONE IS THANK YOU TO JANE AND TO THE STAFF FOR LAST YEAR AND THE YEAR PRIOR. THANK YOU.

COMMISSIONER NEAL: COMMISSIONER CHANG.

RHONDA RANGEL: WE HAVE A QUORUM. YOU WANT TO CONTINUE OR GO BACK TO ITEM 2.

COMMISSIONER TROOST: WHY DON'T WE GO BACK TO ITEM 2 WHICH IS APPROVAL OF THE MINUTES DO I HAVE A MOTION

COMMISSIONER NEAL: SECOND.

COMMISSIONER TROOST: ALL IN FAVOR. [AYES]

COMMISSIONER TROOST: OPPOSED? ABSTAINS?

COMMISSIONER WELLER: I ABSTAIN.

RHONDA RANGEL: NOW WE CAN GO TO ITEM 3, APPROVAL OF COST FOR 2011 ACCESS AWARDS LUNCHEON PHOTOGRAPHER NOT TO EXCEED \$500.

COMMISSIONER TROOST: DO I HAVE A MOTION?

RHONDA RANGEL: IF YOU COULD GET THE MOTION AND THEN SECONDED AND THEN DISCUSSION.

COMMISSIONER NEAL: I WILL MAKE THE MOTION.

COMMISSIONER JAMES: I SECOND.

COMMISSIONER TROOST: ANY DISCUSSION?

COMMISSIONER NEAL: YES. I THINK THIS IS NOT ENOUGH MONEY. I THINK WE PAID THE PREVIOUS PHOTOGRAPHER MORE MONEY AND THIS PHOTOGRAPHER HAS BEEN MAKING CD'S FOR ALL OF OUR PAST WINNERS AND GIVING THEM AWAY. SO I THINK YOU PROBABLY WOULD DO THE SAME THING SO I THINK WE SHOULD GIVE HIM A LITTLE MORE MONEY FOR THAT. HE'S ALSO GOING TO SET SOMETHING UP ON HIS WEBSITE WHERE PEOPLE CAN ORDER THE PICTURES AND THEN HAVE THE MONEY DONATED TO US. AND PLUS, HE DID TAKE A NUMBER OF PICTURES, WHICH – FROM THE AWARDS PROGRAM. HE TOOK THREE THINGS OF FILM FOR THAT. SO I THINK WE SHOULD PAY HIM A LITTLE BIT MORE MONEY.

I'M GOING TO SAY 700.

RHONDA RANGEL: AS LONG AS – COMMISSIONER.

COMMISSIONER MILLER: DO WE KNOW EXACTLY WHAT WE PAID FOR SERVICES LAST YEAR?

COMMISSIONER NEAL: WE NEVER PAID HIM ANYTHING. JUST TO GIVE YOU A LITTLE HISTORY.

I DID A SHOW ON CHANNEL 35, HE WAS THE CAMERA MAN THERE. AFTER THE SHOW HE CAME TO ME, I AM INTERESTED IN HELPING, SO I WILL COME TAKE PICTURES FOR FREE. AND HE DID. FOR THREE OR FOUR YEARS. WE HAD A PRIMARY PHOTOGRAPHER. HE JUST SUPPLEMENTED.

RHONDA RANGEL: WHAT WE PAID OUR PRIMARY PHOTOGRAPHER LAST YEAR WAS ABOUT 800.

COMMISSIONER MILLER: SO OUR TOTAL COST FOR PHOTOGRAPHY WILL BE ONLY WHAT WE PAID FOR THIS SERVICE?

COMMISSIONER NEAL: YEAH, FOR THE YEAR.

RHONDA RANGEL: JUST ANOTHER CLARIFICATION, I KNOW WE PREVIOUSLY APPROVED THE ACCESS AWARD LUNCHEON, BUT I THINK WE WERE STILL TALKING ABOUT WHAT PHOTOGRAPHY SERVICE WE WERE GOING TO USE. THAT'S WHY IT'S ON THE AGENDA.

COMMISSIONER TROOST: DO I HEAR A MOTION TO APPROVE?

COMMISSIONER NEAL: WITH THE AMENDMENT OR WITHOUT?

COMMISSIONER TROOST: WITH THE AMENDMENT.

COMMISSIONER JAMES: SO MOVED.

COMMISSIONER MILLER: RESTATEMENT OF THE AMENDED MOTION?

COMMISSIONER NEAL: THE AMENDED MOTION WOULD BE TO PAY THE PHOTOGRAPHER A SUM OF NOT LESS THAN – YOU SAY NOT MORE THAN? NOT MORE THAN \$700 FOR THE LUNCHEON – FOR THE COMMISSION FOR THE YEAR.

COMMISSIONER MILLER: THAT'S THE MOTION? THANK YOU.

RHONDA RANGEL: AS LONG AS OUR SECOND IS –

COMMISSIONER NEAL: REMADE THE MOTION, AND I SECONDED T.

COMMISSIONER TROOST: ALL IN FAVOR? [AYES]. OPPOSED? THE MOTION IS CARRIED.

THANK YOU.

RHONDA RANGEL: YOU CAN GO BACK TO ITEM 7, TO YOUR PRESIDENT'S REPORT.

COMMISSIONER TROOST: MY PRESIDENT'S REPORT IS WE NEED TO HAVE -- I KNOW THERE IS A -- AND WE HAVE AN EVENTS COMMITTEES, AND AN EDUCATION COMMITTEE, COMMUNITY SERVICE. DO I HAVE WHO IS GOING TO BE ON THE COMMITTEES

COMMISSIONER MILLER: DOES RAISING YOUR HAND CONSTITUTE VOLUNTEERING OR ANSWERING QUESTIONS?

COMMISSIONER NEAL: I AM COMMITTED TO THE EVENTS COMMITTEE WHICH ALSO DOES TRANSPORTATION AND COMMUNITY SERVICE STUFF. IT'S ALL DUMPED INTO ONE COMMITTEE. SO IF YOU CHOOSE TO BREAK THAT UP, IT'S OKAY WITH ME. SOMEONE ELSE WANTS TO DO TRANSPORTATION THAT'S FINE.

COMMISSIONER TROOST: I THOUGHT IT WAS A SEPARATE COMMITTEE.

COMMISSIONER NEAL: IT IS ALL TOGETHER BECAUSE THERE ISN'T ANYBODY TO CHAIR IT SEPARATELY. HARLEY CHAIRED IT FOR A WHILE, COMMISSIONER TERAN CHAIRED TRANSPORTATION.

YOU CAN HAVE IT IF YOU LIKE.

COMMISSIONER TROOST:

COMMISSIONER MILLER: I WOULD LIKE TO HAVE A LITTLE DISCUSSION ABOUT WHAT THE CHARTER OF THE VARIOUS COMMITTEES ARE, AND WHAT THE WORK PRODUCT AND OUTCOME EXPECTED FROM THE VARIOUS COMMITTEES.

SEEMS TRANSPORTATION AND EVENTS IS A REAL CHOP SUEY OF MISSIONS AND MANDATES. IF THE COMMITTEES ARE IMPORTANT TO THE WORK OF THE COMMISSION, I WOULD PROBABLY LIKE A LITTLE MORE UNDERSTANDING AND DISCUSSION OF WHAT WE EXPECT THE RESULTS OF THE COMMITTEES.

COMMISSIONER NEAL: TRANSPORTATION COMMITTEE HAS PRETTY MUCH BEEN JUST KIND OF RESPONSIVE TO COMMENTS AND THINGS THAT PEOPLE BRING TO US.

PERIODICALLY A COMMISSIONER WILL BRING UP A SPECIFIC ISSUE AND WE WILL LOOK INTO IT AND SEE WHAT WE CAN DO ABOUT IT AND MAYBE GET SOMEBODY TO COME ADDRESS THE COMMISSION ON THAT. BUT I DON'T THINK THERE IS A REAL SPECIFIC GOAL WE HAD IN MIND WITH THAT COMMITTEE.

COMMUNITY SERVICE, ONCE AGAIN, A HUMAN SERVICES COMMITTEE, PEOPLE HAVE COMPLAINTS ABOUT SERVICES IN THE COMMUNITY, WE TRY TO RESOLVE IT. SOMETIMES IT'S A COMMUNICATIONS ISSUE, OPPOSED TO REALLY BEING A PROBLEM THERE. JUST TRY TO CLEAR THAT UP AND HELP THEM FIGURE OUT MAYBE BETTER LANGUAGE OR SOMETHING LIKE THAT.

EVENTS COMMITTEE IS THE LUNCHEON, INSTALLATION, THE OPEN HOUSE. THOSE THINGS, JUST PLANNING AND PUTTING THAT TOGETHER. AND I WILL SAY THAT WHEN WE FIRST STARTED THIS UP TO REALLY TRY AND MAKE IT RUN SMOOTHLY, THE LUNCHEON WAS LOSING MONEY. SO THE GOAL OF THAT COMMITTEE WAS TO MAKE IT PAY FOR ITSELF, WHICH IT HAS DONE.

SO THAT'S KIND OF WHAT'S BEEN – I CAN'T ADDRESS THE EDUCATION COMMITTEE BECAUSE IT'S KIND OF A NEW COMMITTEE, BUT YOU CAN ADDRESS THAT ONE.

COMMISSIONER TROOST: IT'S BEEN AN ONGOING COMMITTEE. HASN'T BEEN DOING MUCH BECAUSE THERE IS NOT MUCH TO DEAL WITH. BUT I'M ALWAYS OPEN FOR IDEAS AND SO FORTH. SORRY.

COMMISSIONER MILLER: I HEARD YOU THIS TIME.

COMMISSIONER NEAL: THEY CAN'T HEAR YOU IN THE BACK.

WHAT DO YOU THINK OF HAVING THE COMMITTEE OPEN UP TO POSSIBLY TELEPHONE CONFERENCING FOR THOSE THAT WILL BE UNABLE TO ATTEND THE... DO I HEAR A REACTION FROM THE COMMISSION?

COMMISSIONER JAMES: I THINK THAT WILL BE A GREAT IDEA IF IT WORKS. DEPENDS HOW THE OTHER COMMISSIONERS FEEL ABOUT THAT.

COMMISSIONER NEAL: MY ONLY COMMENT WOULD BE THAT I THINK THAT THE PUBLIC NEEDS TO MEET WITH US, SEE US. I THINK IT SHOULDN'T BE THAT'S THE ONLY WAY THAT YOU PARTICIPATE. I THINK SOME THINGS IN OUR ORDINANCE SORT OF LEND THEMSELVES TO US COMING DOWN HERE. I KNOW IT'S DIFFERENT WITH THE COMMISSION MEETING AND THE COMMITTEE MEETINGS. BUT I THINK IT'S A GOOD IDEA IF IT BRINGS IN MORE PARTICIPATION. SO I WOULD SUPPORT THE IDEA.

COMMISSIONER TROOST: THAT'S MORE I WAS HOPING FOR, IT WOULD INVOLVE MORE PARTICIPATION FOR THOSE THAT CAN'T COME DOWN.

WHY DON'T WE THINK ABOUT THAT?

COMMISSIONER NEAL: ONE QUESTION. WHAT IS THE – I KNOW THIS IS A RHETORICAL QUESTION FOR STAFF TO WORK OUT. WHAT WOULD BE THE – HOW WOULD THIS TECHNOLOGICALLY WORK ITSELF OUT WITH THE TELEPHONE AND STUFF LIKE THAT, BECAUSE I KNOW WHEN I DO THE RADIO SHOW, I CAN'T GET A BUNCH OF FOCUS ON AT THE SAME TIME BECAUSE OF –

RHONDA RANGEL: WE HAVE A CONFERENCE CALL LINE. WE RESERVE IT LIKE WE RESERVE A ROOM TO HAVE OUR MEETING IN. SO WE DO HAVE CAPABILITIES OF DOING THAT, TELECONFERENCE WITH A NUMBER – I DON'T REMEMBER WHAT THE MAX IS, BUT IT'S PROBABLY MORE THAN 20 BECAUSE IT'S A CONFERENCE CALL LINE.

COMMISSIONER TROOST: I HAVE TWO QUESTIONS.

KECIA.

COMMISSIONER WELLER:

COMMISSIONER REITNOUER: I AM THE NEW ONE ON THE BLOCK. DO I UNDERSTAND YOU ARE LOOKING FOR VOLUNTEER FOR CHAIRMANSHIPS. I WOULD VOLUNTEER TO DO THE TRANSPORTATION. AND I COULD PERHAPS ORGANIZE IT. CHAIRMANS CAN GET TOGETHER AND FIGURE OUT HOW TO BEST ORGANIZE THEIR MEETINGS.

COMMISSIONER NEAL: I WOULD BE REALLY HAPPY TO GIVE YOU TRANSPORTATION AND HAPPY TO HELP YOU IN ANY WAY THAT I CAN TO GET IT STRUCTURED, TO GET IT ORGANIZED.

THERE IS A RETIREMENT PARTY COMING UP FOR THE FORMER CHIEF OF PARKING FOR THE CITY OF LOS ANGELES. IF YOU WOULD LIKE TO GO

WITH ME THERE AND MEET SOME OF THE CITY PEOPLE, BECAUSE THEY HAVE A LOT OF RESPECT FOR US OVER HERE.

COMMISSIONER REITNOUER: GIVE ME THE DATE AND THE TIME.

COMMISSIONER NEAL: I THINK IT'S SEPTEMBER 12. IT'S A SATURDAY. I HAVE ALL THE INFORMATION AT HOME – IT'S ON A SATURDAY.

COMMISSIONER REITNOUER: THOUGHT YOU SAID SATURDAY TO SATURDAY.

I WILL TALK WITH YOU INDEPENDENTLY AND SEE IF I CAN –

COMMISSIONER NEAL: ANYTHING YOU CAN DO TO HELP. I THINK –

COMMISSIONER REITNOUER: UNLESS SOMEONE ELSE DESPERATELY WANTS TO DO IT. I WOULD BE HAPPY TO TRY.

COMMISSIONER NEAL: YOU GOT IT. THE TWO COMMISSIONERS THAT HAVE PREVIOUSLY DONE THIS, WE LOST THEM.

COMMISSIONER REITNOUER: SO NO FORMER MEMBER OF THE COMMITTEE IS HERE.

COMMISSIONER NEAL: CORRECT. THANK YOU.

COMMISSIONER WELLER: I WAS THINKING ABOUT THE POSSIBILITY OF – AT PEOPLE FIRST, WE HAVE A DEVICE THAT GOES IN THE CENTER OF THE TABLE THAT IS A SPEAKER THAT WHEN PEOPLE CALL IN, RHONDA, WHEN PEOPLE CALL IN, PEOPLE CAN ACTUALLY HEAR PEOPLE TALKING AROUND THE TABLE. SO PEOPLE WHO ARE PRESENT AT THE MEETING, ACTUALLY PRESENT, CAN HEAR PEOPLE, AND PEOPLE WHO CALL IN WHO ARE UNABLE TO MAKE THE MEETING, THEY ACTUALLY CALL IN. SO IF THAT'S A POSSIBILITY THAT STAFF CAN FIGURE OUT, THEN –

RHONDA RANGEL: ACTUALLY WE DO HAVE ONE OF THOSE. IT'S LIKE A GIANT SPEAKER PHONE. WE STAFF A NUMBER OF COMMITTEES AND A LOT OF THEM DO TELECONFERENCING. IF THAT'S SOMETHING THE COMMISSION WANTS TO DO, WE WILL BE ABLE TO GO FORWARD WITH THIS.

COMMISSIONER TROOST: # -- I WOULD LIKE TO CONTINUE WITH... FOR POSSIBLY... AND PARKING DEPARTMENT TOGETHER TO TALK ABOUT SERVICES AND BRINGING THEM TOGETHER. SO BOTH THE CITY AND COUNTY WILL BE WORKING TOGETHER.

HOW DO YOU FEEL ABOUT THIS?

COMMISSIONER NEAL: I THINK IT'S A GOOD IDEA.

COMMISSIONER TROOST: MAYBE WE CAN PLACE IT ON THE AGENDA FOR A FUTURE ORDER OF BUSINESS.

RHONDA RANGEL: WHEN WE GET TO ITEM 12, I WILL REITERATE IT WILL BE A FUTURE AGENDA ITEM.

COMMISSIONER TROOST: OKAY.

COMMISSIONER JAMES: MR. PRESIDENT, I WOULD LIKE TO VOLUNTEER FOR THE EDUCATION AND THE LUNCHEON COMMITTEE.

COMMISSIONER TROOST: OKAY THANK YOU.

COMMISSIONER JAMES: YOU ARE WELCOME.

COMMISSIONER TROOST: THAT'S MY REPORT.

COMMISSIONER WELLER: PRESIDENT TROOST, I AM NOT SURE ABOUT WHAT THE COMMITTEES ARE, I FORGOT.

COMMISSIONER TROOST: SO FAR THERE ARE THREE COMMITTEES, TRANSPORTATION COMMITTEE, EDUCATION AND LUNCHEON COMMITTEE.

COMMISSIONER NEAL: I THINK IF WE LOOK AT ORDINANCE, THERE ARE SPECIFIC THINGS OR AREAS THAT ARE OUTLINED THAT WE ARE SUPPOSED TO LOOK INTO OR HAVE A COMMITTEE TO DEAL WITH THOSE ISSUES. SO I THINK IF WE KIND OF LOOK BACK AT THAT, THAT MIGHT BE HELPFUL.

COMMISSIONER TROOST: OKAY.

RHONDA RANGEL: I WILL DOUBLE CHECK. I DON'T RECALL ANY SPECIFIC COMMITTEES –

COMMISSIONER NEAL: SO, LISTS AREAS, LIKE EDUCATION AND SO ON. AND ALSO TALKS ABOUT COUNTY DEPARTMENTS AND AGENCIES THAT ARE SUPPOSED TO HAVE REPRESENTATIVES HERE AND INTERACT WITH US. AND IT'S SORT OF SOUNDED LIKE ALREADY IMPLIED THERE WAS A FOCUS OR DIRECTION FROM THE ORDINANCE THROUGH THESE DEPARTMENTS AS FAR AS WHAT THE COMMITTEE COULD BE.

COMMISSIONER WELLER: RIGHT. BECAUSE I DEFINITELY WANT TO BE ON A COMMITTEE, AND I WOULD DEFINITELY VOLUNTEER MYSELF TO BE A CHAIR OF A COMMITTEE, BUT I DON'T KNOW WHAT THE MENU IS IN TERMS OF COMMITTEES.

RHONDA RANGEL: RIGHT NOW THERE ARE JUST THE THREE OF THEM.

COMMISSIONER NEAL: COMMUNITY SERVICES IF YOU WANT IT.

COMMISSIONER WELLER: OKAY, COMMUNITY SERVICES THEN.

RHONDA RANGEL: SO THERE ARE FOUR. TRANSPORTATION, EDUCATION, COMMUNITY SERVICE, AND I KNOW WE SAY LUNCHEON, BUT IT'S EVENTS, JUST WE ARE FOCUSING ON THE LUNCHEON RIGHT NOW.

COMMISSIONER NEAL: SOUNDS GOOD TO ME.

COMMISSIONER TROOST: ONE MORE THING. OVER THE NEXT MONTH, I AM GOING TO CALL EACH ONE OF YOU TO TALK – TO GET TO KNOW YOU... THIS. YEAR. CAN YOU MAKE IT A... TELL ME WHEN WILL BE THE BEST TIME TO CALL YOU.

RHONDA RANGEL: I WILL CONTACT EACH OF THE COMMISSIONERS AND FIND OUT WHAT'S A GOOD TIME PRESIDENT TROOST CAN CONTACT YOU.

COMMISSIONER TROOST: OKAY.

ITEM #5 IS NORMA VESCOVO.

RHONDA RANGEL: WE WERE TO HAVE A PRESENTATION FROM NORMA JEAN VESCOVO, BUT I DON'T THINK SHE'S HERE.

SO WE – CAN CONTINUE TO ITEM 8 FOR OUR NEXT REPORT. IS THAT OKAY?

WHICH IS THE EVENTS COMMITTEE REPORT.

COMMISSIONER NEAL: EVERYBODY HAVE A COPY? PRESENT AT THE MEETING WERE MYSELF, COMMISSIONER TERAN, ANGELA DAVIS AND DANIEL GARCIA.

WITH THE PLANNING OF THE ACCESS AWARDS LUNCHEON. WE CAME UP WITH NOMINEES. NOW WE WILL MAKE THE CONTACTS TO SEE WHO IS AVAILABLE. I THINK YOU WILL LIKE WHO WE PICKED.

WE DID DECIDE TO MEMORIALIZE COMMISSIONER RUBENSTEIN WITH A CAREGIVER OR MEDICAL PROFESSIONAL AWARD BECAUSE HE AND COMMISSIONER HAMILTON BOTH ALWAYS WANTED US TO BE ABLE TO DO THAT. SO NOW WE HAVE SOMEONE WE CAN MEMORIALIZE, IN MEMORY OF COMMISSIONER RUBENSTEIN.

WE CONTINUED WITH THE PLANNING, TALKED ABOUT THE SET UP WITH THE FOOD, THE SOUVENIR PROGRAM. WE GOT A SUBMISSION FOR – WHICH IS THIS. AND THE YOUNG PERSON THAT DID THIS IS AUTISTIC AND HE'S GOT QUITE A BIT OF ART WORK. I KIND OF LIKE THIS. I DON'T KNOW WHAT YOU GUYS THINK OF IT. RHONDA MADE UP A FEW.

ONE THIS WAY. AND REMEMBER THIS IS A DRAFT WHICH MEANS IT SHOULDN'T GO ANYPLACE ELSE UNTIL IT'S APPROVED BY THE COMMISSION. SO TAKE A SECOND, PLEASE AND LOOK AT IT.

EVERYBODY GOT ONE?

COMMISSIONER CHANG: NO.

COMMISSIONER NEAL: EVERYBODY GOT ONE?

COMMISSIONER WRIGHT: ONE MORE. THANK YOU.

COMMISSIONER NEAL: I WOULD LIKE YOU TO TAKE A LOOK. THE INFORMATION, COMMENTS, QUESTIONS.

COMMISSIONER CHANG: WHEN THEY HAVE A PERSON WITH VISUAL IMPAIRMENT LOOK AT IT. WE MAY NEED SOME CONTRAST. SO IT'S EASIER FOR THEM TO READ.

RHONDA RANGEL: LIKE COMMISSIONER NEAL WAS SAYING, MAYBE LIGHTEN THE COLORS SOME BUT NOT TOO MUCH. WITHOUT LOSING THE – WHEN AUDRA DID IT AS A WATERMARK, IT WAS REALLY LIGHT. KIND OF TURNED INTO A PASTEL, VIBRANT COLOR SCHEME.

COMMISSIONER NEAL: LOOKING AT CONTENT.

COMMISSIONER TERAN: THESE COLORS CAME OUT BETTER THAN THE ACTUAL ONE WE HAD.

RHONDA RANGEL: WHAT WAS SUBMITTED WAS LIKE A PHOTO OF A COPY. SO IT WAS KIND OF BLURRY.

COMMISSIONER NEAL: IT WAS OUT OF FOCUS. BUT IT WAS A GLOSSY PICTURE.

SO CONTENT-WISE, SHOULD WE HAVE – INFORMATION IN HERE, SO – I THINK IT'S COOL.

COMMISSIONER TERAN: I THINK THAT THE LIGHTER WORDS COULD BE A LITTLE BIT DARKER. IT COULD BE IN THE BLUE YOU HAVE.

COMMISSIONER NEAL: TALKING ABOUT DOWN HERE?

COMMISSIONER TERAN: ALL OF THE LIGHTER BLUE INFORMATION COULD BE DARKER. LIKE WHERE IT SAYS ANNUAL ACCESS AWARDS.

COMMISSIONER NEAL: YOU MEAN BOLDER PRINT. IT'S THE SAME BLUE – MAYBE A LITTLE DARKER. WHERE IT SAYS 20TH ANNUAL ACCESS AWARDS LUNCHEON. MAYBE BIGGER. JUST A VARYING IN THE SIZE TO GRAB YOUR

EYE. IF WE MAKE THAT BIGGER AND THE NAME WITH THE HOTEL ROOM AND MAKE THAT BIGGER AND THEN –

COMMISSIONER TERAN: IF EVERYTHING IS A LITTLE BIT BIGGER,

COMMISSIONER NEAL: MAKE THE WHOLE THING BIGGER.

COMMISSIONER TERAN: EVEN I HAVE -- IT'S BRIGHTNESS OF THE COLOR WHICH IS BEAUTIFUL, WE KIND OF LOSE THE OTHER INFORMATION.

COMMISSIONER NEAL: TECHNICALLY IT'S BECAUSE HE PUT OPPOSITE COLORS TOGETHER, AND IT WILL MAKE YOUR EYES VIBRATE. YOU GO DOWN THE CEREAL AISLE IN THE STORE, YOU SEE THE BOXES LOOK LIKE THEY ARE GOING TO JUMP OFF THE SHELF. IF THIS WERE A CEREAL BOX IT WOULD FLY OFF THE SHELF.

ANY OTHER COMMENTS?

ALSO ON THE ART CONTEST –

COMMISSIONER REITNOUER: I BROUGHT A PROGRAM FROM TWO YEARS AGO IF ANYBODY WANTS TO LOOK AT IT.

COMMISSIONER NEAL: THOSE ARE WORTH A BUNCH ON EBAY, I THINK I WAS OFFERED \$900. COLLECTORS ITEMS. YOU NEVER KNOW. WITH THE HISTORY OF DISABILITY YOU NEVER KNOW WHAT THAT MIGHT BE WORTH ONE DAY. MAYBE YOU SHOULD HANG ON TO THAT. YOU CAN PASS IT AROUND, AND WE CAN AUTOGRAPH IT.

COMMISSIONER REITNOUER: I THINK IT'S MAGNIFICENT PRODUCTION. ALL OF YOU WHO PUT IT TOGETHER.

COMMISSIONER NEAL: STAFF.

COMMISSIONER REITNOUER: AND THE ENTERTAINMENT.

COMMISSIONER NEAL: GLAD YOU LIKED IT. ALSO WITH THE ART CONTEST, THIS IS THE ONLY SUBMISSION WE HAD SO FAR.

COMMISSIONER TERAN: HI MINE TODAY.

COMMISSIONER NEAL: LOOKS LIKE YOUR LUNCH.

COMMISSIONER TERAN: YOU WERE TALKING ABOUT THE CUPS?

COMMISSIONER NEAL: ART CONTEST FOR THE COVER – BACK CONFER. WE WILL GET TO THAT. I WANT SEE THOSE.

WHAT I WAS GOING TO DO IS I NOW HAVE A VERY GOOD RELATIONSHIP WITH THE CULVER PALMS Y, BECAUSE I AM NO LONGER MEMBER OF THE SPECTRUM CLUB. THEY HAVE A LOT OF KIDS' PROGRAMS THERE, AND THOUGHT ABOUT TALKING TO SOMEONE THERE TO SEE IF SOME OF KIDS THERE WOULD LIKE TO SUBMIT SOME DRAWINGS, SOMETHING LIKE THAT. THAT'S SOMETHING I WANT TO DO.

LET'S SEE... AS FAR AS THE PROGRAM GOES, WE ARE RECOMMENDING A MEMORIAL PAGE FOR COMMISSIONER HARLEY D. RUBENSTEIN, AND A PAGE FOR THE SCHOLARSHIP RECIPIENTS AND PAST WINNERS AWARDS.

SOMEONE SAID SOMETHING ABOUT TRACKING THE SCHOLARSHIP RECIPIENTS OVER A PERIOD OF TIME. THIS YEAR WE HAD A REALLY GOOD BUNCH OF KIDS THAT DID SOME EXCELLENT WRITING. I WANT TO PASS THIS. AND THIS IS THE ONLY COPY. BUT THIS IS SOME OF THE WRITINGS. THESE KIDS DID A VERY GOOD JOB OF BEING VERY SPECIFIC ABOUT THEIR DISABILITY, HOW IT AFFECTS THEM AND HOW THEY PLAN TO OVERCOME

THAT. I THINK THOSE ARE GOOD KIND OF THINGS TO SHARE WITH PEOPLE, WITH OUR WITHOUT DISABILITIES, TO GET YOU MOTIVATED. IF THIS PERSON CAN TRY WITH THIS AS AN ISSUE, THERE IS NO REASON I CAN'T TRY. SO BACK TO THE THEME "DISABLED DOESN'T MEAN UNABLE."

LOOK AT THAT.

AND THEN THIS WAS THE SAVE-THE-DATE FLYER. SOMEONE ELSE BROUGHT UP A DONATION BOX WITH A POSTER, THE SCHOLARSHIP RECIPIENT AND DONATION ENVELOPES AVAILABLE AT THE LUNCHEON. SO MAYBE AFTER SEEING THE PROGRAM AND SEEING THE PEOPLE THAT WON, HEARING THE MUSIC, MAYBE YOU HAVE A COUPLE DOLLARS IN YOUR POCKET AND WANT TO DROP IT IN THE BOX. MAYBE AN ADDITIONAL WAY TO GET MONEY.

WE ALSO TALKED ABOUT HAVING A COMMISSIONERS' FUND. THE COMMISSIONERS' FUND WOULD BE, SAY IN THE CASE OF COMMISSIONER RUBINSTEIN WHEN WE PASSED AWAY, THERE IS NO PROVISION FOR CARDS, FLOWERS, WE CAN'T USE OUR FUNDS FOR THAT. THIS WOULD BE ANOTHER WAY OF EAR MARKING, JUST A SOMEWHAT PERCENTAGE OF BUYING A CARD, FLOWERS AS A TRIBUTE TO COMMISSIONERS AS WE LOSE THEM. BECAUSE SOME OF US ARE GETTING OLD.

WE ALSO DISCUSSED POTENTIAL SPONSOR AND STAFF PROVIDED AN UPDATE ON SPONSORS. YOU SEE, FOR THE SCHOLARSHIP. AND THEN WE TOOK A VOTE. MOTION OF DANIEL GARCIA SECONDED BY COMMISSIONER TERAN, RECOMMENDATION TO INVITE LARRY COBIN [PHONETIC]. I HAVE INFORMATION HERE ABOUT COCO PRODUCTIONS. LARRY COBIN AND OUT OF SIGHT, AND EVERYONE WANTS TO CALL IT "KARAOKE." HE IS A ONE-MAN SHOW. I KNOW SOME OF THE STAFF WENT TO THE RETIREMENT PARTY FOR BETTY WILSON, AND HE WAS THERE AND EVERYBODY JUST LOVED HIM. JUST SELF-CONTAINED. DURING THE PERIOD OF TIME AT THE LUNCHEON WHEN PEOPLE ARE EATING IT'S REALLY HARD FOR THE SPEAKER AND ALL OF THESE THINGS SO WE THOUGHT WE COULD DO A LITTLE BIT OF ENTERTAINMENT WITH LARRY COBIN.

THE STAFF WILL SEND OUT INVITATION TO THE HONOR GUARD AND COUNTY DEPARTMENT HEADS.

VENDOR LIST. DANIEL GARCIA WANTS US TO SEND AN INVITATION LETTER TO THE BOARD OF ALL INDEPENDENT LIVING CENTER AND, MANDEBROTT, [PHONETIC] AN ASBESTOS LEGAL CENTER. ANYBODY HAD A HIP TRANSPLANT BY A SPECIFIC COMPANY, THE IMPLANT IS DETERIORATING, AND THERE IS A TRUST FUND SET UP FOR THAT.

THEN WE HAD A DISCUSSION ON CAPTIONING.

PART OF WHAT I SEE AS MY RESPONSIBILITY IS TO MAKE SURE, SINCE I AM DOING THE RADIO SHOW, IS MAKE SURE EVERYBODY FEELS INCLUDED, WHICH IS WHY THE SHOW IS CAPTIONED. SO ONE OF THE THINGS I AM LOOKING AT IS CAPTIONING ON TELEVISION. IF SOME OF YOU HAVE CAPABILITY OF HAVING THE AUDIO AND THE CAPTIONING, I WILL ASK YOU TO PLEASE TURN THAT ON. THE CAPTIONING IS JUST AWFUL. IT'S JUST TERRIBLE.

IT EITHER FALLS BEHIND SO WHAT YOU ARE WATCHING IT OUT OF SYNC WITH WHAT'S GOING ACROSS THE SCREEN OR IT WILL JUST STOP, AND YOU GET A BUNCH OF GIBBERISH, AND MAYBE IT WILL BACK UP AND YOU GET SOMETHING ELSE. MEANWHILE THE TAPE KEEPS ROLLING AND IT'S OUT OF SYNC WITH WHAT'S GOING ON. THAT'S A BAD THING. MY PRIMARY CONCERN IS WHEN WE HAVE A DISASTER HERE, HOW CLEAR IS THE INFORMATION GOING TO BE THAT GOES OUT TO PEOPLE WHO ARE DEAF AND HEARING-IMPAIRED.

MY SUGGESTION WOULD BE TO LOOK AT THE NEWS PROGRAMS AND SEE IF WHAT YOU HEAR IS CONSISTENT WITH WHAT'S GOING ACROSS THE SCREEN, OFTEN I FIND IT'S NOT. A LOT OF MISPELLED WORDS. SOMETIMES THEY PUT THE GRAPHICS UP THERE, A PERSON SPEAKING WITH THE REPORT AND THEY WILL HAVE THE PERSON'S NAME THERE AND THE CAPTIONER CAN'T SPELL IT SO THEY LEAVE IT OUT. SO YOU NEVER GET TO KNOW WHO IT IS THAT IS TALKING. AND THE STANDARD I AM USING TO MAKE THE COMMENTS AND JUDGMENTS I MAKE ARE BASED ON OUR LIVE CAPTIONER BECAUSE SHE DOES NOT MISPELL WORDS, EVERYTHING IS ACCURATE, I AM NOT HEARING ANY COMPLAINTS FROM ANYBODY.

SO IF SHE'S DOING THIS LIVE, I DON'T UNDERSTAND WHY TV CAN'T DO IT; SPECIALLY ON SOME OF THE PROGRAMS THAT WHEN THEY SHOOT THE FILM AND THEY GO INTO POST-PRODUCTION, THAT'S WHEN THEY PUT THE SOUND IN, WHEN THEY DO THE FOLEY. WHY CAN'T THEY PUT THE CAPTIONING CORRECTLY IN POST-PRODUCTION BECAUSE THEY HAVE THE SCRIPT. TO ME THERE IS NO EXCUSE FOR IT NOT BEING ACCURATE ON EPISODIC TV. I UNDERSTAND MISTAKES ON LIVE TV, BUT IF OUR CAPTIONER DOESN'T MAKE THOSE MISTAKES – I AM INTOLERANT, I AM SAYING. I WOULD LIKE TO NARROW THE FOCUS FOR THE NEWS SHOWS FOR THE EMERGENCY SEGMENTS.

COMMISSIONER WELLER: I JUST WANT TO MENTION THAT I AGREE WITH IT. BECAUSE I AM CONSTANTLY WATCHING TV WITH CAPTIONING ON IT, AND IT'S – AND THE CAPTIONING IS ATROCIOUS BECAUSE THE CAPTIONING, THEY ARE CONSTANTLY MISPELLING WORDS AND THEY'RE DROPPING THINGS FROM IT, AND SOMETIMES THEY JUST PUT THE PERSON'S NAME AND THAT'S IT AND SOMETIMES THEY HAVE GOBBLEDY-GOOK COMING OUT ON THE CAPTIONING, SO I WANT TO SAY THAT COMMENT, THANK YOU.

COMMISSIONER NEAL: THIS WAS KIND OF A FUNNY ONE. THEY WERE WRITING SOMETHING ABOUT AEROBICS, AND THEY WROTE "ARROW-BIC." OKAY.

TRANSPORTATION. DANIEL GARCIA SPOKE ON 511 TAP CARD, THE DMV PLACARDS, I FOUND AN ARTICLE THAT SAYS THE DMV IS STILL SENDING OUT PLACARDS TO PEOPLE THAT ARE DECEASED. AND THE FAMILIES OR WHOEVER IT IS THAT RECEIVE THEM ARE NOT SENDING THEM BACK IN. THEY NEED TO TIGHTEN THAT UP.

DANIEL ALSO SAYS THERE IS NO TTY AT METRO.

DANIEL SEEMS TO THINK THE TAP CARD DISCRIMINATES AGAINST PEOPLE WHO ARE UNABLE TO USE THEIR HANDS OR UNABLE TO RETRIEVE THE CARD. PUTS PEOPLE AT RISK FOR UNNECESSARY TOUCHING.

I WANTED TO BRING THAT UP BECAUSE HE'S CONCERNED ABOUT THAT. I THINK IT WILL WORK ITSELF OUT. BUT I THINK WE HAVE SOMEBODY THAT IS GOING TO ADDRESS THAT.

OKAY. THEN WE HAD AN OPEN DISCUSSION ON THE CHINESE DELEGATION COMING IN SEPTEMBER. AND STAFF WILL LET US KNOW AS SOON AS THAT INFORMATION COMES THROUGH.

AND THEN DANIEL GARCIA MOTIONED AND ANGELA DAVIS SECONDED AND MEETING ADJOURNED AT 4:00, IN MEMORY OF LAUREL WILLIAMS, ADVOCATE AND PRESIDENT OF THE CALIFORNIA DISABILITY RIGHTS. THAT IS MY REPORT.

COMMISSIONER TROOST: DO I HEAR A MOTION TO ACCEPT –

COMMISSIONER WELLER: I SO MOVE.

COMMISSIONER JAMES: I SECOND.

COMMISSIONER TROOST: ALL IN FAVOR [AYES]. MOTION CARRIES. OPPOSED? ABSTENTIONS MOTION CARRIES.

OKAY. NOW LET'S MOVE DOWN TO ITEM #6 ACCESS SERVICES WITH NGAN ADAMS.

GIOVANNA GOGREVE: I AM GOING TO MOVE THIS CHAIR.

COMMISSIONER TROOST: OKAY.

GIOVANNA GOGREVE: THANK YOU VERY MUCH.

COMMISSIONER TROOST: WELCOME.

>>WE WILL BE TALKING ABOUT THE 511 TRAVELER INFORMATION SERVICE AND GIVE YOU AN OVERVIEW OF THAT PROJECT.

COMMISSIONER NEAL: USE THE MICROPHONE. YOU CAN TAKE IT OUT –

>>IN ORDER TO MEET THE GROWING NEEDS OF THE MOBILITY AND ACCESSIBILITY INFORMATION FOR ACCESS SERVICES DECODERS, PARTNERING WITH LA SAFE FOR THIS PICTURE AND YOU HAVE FOUR OPTIONS THAT IS PART OF THIS PROJECT. AND FIRST I WILL HAVE SOMEONE FROM 511 EXPLAIN TO BACKGROUND OF 511 AND I WILL GO INTO HOW TO INTEGRATE ACCESS SUFFERS WITH THE 511 SYSTEM.

>>GOOD AFTERNOON LOS ANGELES COUNTY – MEMBERS OF THE LOS ANGELES COUNTY COMMISSION ON DISABILITIES. I APPRECIATE YOU ALLOWING US TO GIVE A PRESENTATION ON 511 TODAY.

MY NAME IS – I WORK FOR LOS ANGELES SERVICE AUTHORITIES FOR EMERGENCIES. AND I AM THE PROJECT MANAGER FOR 511 PROJECT.

511 IS AN EASY TO REMEMBER THREE-DIGIT PHONE NUMBER SET ASIDE BY THE FEDERAL COMMUNICATIONS COMMISSION, AND IT'S DESIGNATED FOR DISSEMINATION OF TRAVEL INFORMATION. IT'S A REGIONAL PRODUCT, PRIMARILY DEPLOYED BY REGIONAL AGENCIES. FOR EXAMPLE, IN THE BAY AREA IT'S EMPLOYED BY MTC, METROPOLITAN TRANSPORTATION COMMISSION, IN SAN DIEGO ASSOCIATION OF GOVERNMENTS. HERE IN SOUTHERN CALIFORNIA IS SPONSORED BY LA SAFE, AND WE PARTNER WITH

METRO, VENTURA COUNTY TRANSPORTATION COMMISSION, ORANGE COUNTY TRANSPORTATION AUTHORITY, CALTRANS AND CHC.

IT'S A MULTIMODAL TRANSPORTATION SERVICE, TRAFFIC, TRANSPORTATION AND COMMUNICATION SERVICES. 511 IS ACCESS I BELIEVE BY PHONE AS WELL AS A WEBSITE. ON THE PHONE DIAL 511 AND ON THE WEBSITE IT'S 511.COM. BENEFITS IS IT'S AN EASY TO REMEMBER PHONE NUMBER FOR TRAVEL INFORMATION AND HELPS COMMUTERS MAKE INFORMED DECISIONS PRIOR TO YOUR COMMUTE AND WHILE COMMUTING.

BECAUSE IT ASSISTS COMMUTERS IN MAKING INFORMED DECISIONS WE BELIEVE THAT THE RIGHT CHOICES WILL BE MADE THEREBY ALLEVIATING CONGESTION AND IMPROVING MOBILITY IN THE REGION.

IT'S AVAILABLE ON THE PHONE SO YOU DIAL 511 WHAT YOU WILL BE PRESENTED WITH IS A PHONE TREE WITH THE THREE OPTIONS I JUST MENTIONED, TRAFFIC, [INAUDIBLE] AND SERVICES. IF YOU SELECT TRAFFIC YOU WILL BE PRESENTED WITH A TRAFFIC REPORT FOR THE FREEWAY SEGMENT YOU ARE INTERESTED IN. AND THE TRAFFIC REPORT WILL CONSIST OF AVERAGE SPEED, TRAVEL TIME, AND ROAD WORK GOING ON ON THAT SEGMENT.

IF YOU REQUEST FOR TRANSIT INFORMATION, YOU WILL HAVE SUBMENU OPTIONS FOR A TRIP PLANNER AND TRANSIT DEPARTURE TIMES AS WELL AS THE ABILITY TO TRANSFER TO A TRANSIT PROPERTY WITHIN A FIVE-COUNTY REGION. AS INDICATED THIS IS A REGIONAL PROJECT, PROVIDE INFORMATION FOR LOS ANGELES, VENTURA COUNTY, SAN DIEGO, RIVERSIDE AND ORANGE COUNTY.

THIRD OPTION IS COMMUTER SERVICES, AND WE HAVE INFORMATION ON ACCESS SERVICES, TRANSFERS TO [INAUDIBLE] PROGRAMS AND [INAUDIBLE] AND PARK AND RIDES. OUR PHONE SYSTEM HAS EMPLOYED STATE OF THE ART TECHNOLOGY WHICH ALLOWS FOR VOICE RECOGNITION, IT HAS (INAUDIBLE) CAPABILITIES AND SHORT CUTS. SHORT CUTS WORK IN SUCH A WAY THAT IF YOU WANT TRAFFIC INFORMATION YOU CAN JUST SAY TRAFFIC ON THE 210 EAST. IT WILL GET YOU TO THAT SPOT. TELL THE EXIT.

511.COM WE HAVE THE TRAFFIC MAP, GIVES YOU INFORMATION ON SPEEDS, TRAVEL TIME, INCIDENTS AND ROAD WORK. WE HAVE A TRIP PLANNER ON OUR WEBSITE AS WELL AS COMMUNITY SERVICES INFORMATION.

OUR WEBSITE HAS BEEN TESTED FOR A.D.A. COMPLIANCY AND PASSED. OUR PHONE SYSTEM FOR THE HEARING-IMPAIRED WE IMPLEMENTED IS CALIFORNIA RELAY. YOU GET TO CALIFORNIA RELAY, THEY KNOW ABOUT 511, CONNECT YOU TO GET THE INFORMATION YOU NEED.

FOR SPEECH-IMPAIRED WE HAVE TOUCHTONE CAPABILITIES, BY PRESSING STAR-8, GETS YOU TO TOUCH TONE AND YOU CAN NAVIGATE THROUGH OUR 511 SYSTEM.

WITH THAT, I WILL PASS IT OVER TO NGAN.

NGAN ADAMS: ACCESS BELIEVES THAT PARTNERING WITH 511 WILL ENABLE OUR STAKEHOLDERS TO HAVE MORE OPTIONS. AND THE 4 OPTIONS, FIRST IS ACCESS SERVICE AREA CLEARING WHERE CUSTOMERS CAN ENTER

AN ADDRESS AND THE SYSTEM WILL STATE WHETHER THE ADDRESS IS WITHIN ACCESS SERVICES SERVICE AREA OR NOT. YOU CAN FIND OUT BEFORE YOU BOOK A TRIP IF ACCESS SERVICES CAN TAKE YOU.

AND THE OTHER THING FOR THE WEBSITE IS YOU CAN VIEW INTERACTIVELY ON THE MAP, TYPE IN THE ADDRESS AND IT WILL SHOW YOU ON THE MAP IF IT'S IN OR OUT OF SERVICE AREA.

SECOND OPTION IS LOCAL TRANSIT OPTIONS. WE HAVE INFORMATION ABOUT ALL THE LOCAL TRANSIT PROVIDERS ON OUR WEBSITE, AND ALSO 511 ALSO HAS THAT INFORMATION. WE ARE NOW MERGING THE INFORMATION TOGETHER SO IF YOU GO ON 511 YOU HAVE THE MOST DETAILED INFORMATION ABOUT A TRANSIT PROVIDER.

THE THIRD OPTION IS A PREHELP TRIP PLANNER, SIMILAR TO THE TRIP PLANNER NOW, YOU CAN TYPE IN THE DESTINATION AND ARRIVAL AND IT WILL GIVE YOU OPTION OF WHICH PUBLIC TRANSIT PROVIDER YOU CAN GO ON AND USE IT FOR FREE USING YOUR ACCESS ID CARD.

FOURTH IS FEEDBACK OPTION. SINCE YOU ARE ALREADY ON 511 YOU CAN LEAVE A MESSAGE TO ACCESS SERVICES TO COMPLAIN ABOUT A TRIP QUERY, AND WILL BE SENT TO THE ACCESS SUPPORT CENTER FOR PROCESS.

THE PROJECTED IS ABOUT THREE TO FOUR MONTHS FROM NOW OR FROM – PROBABLY WITHIN THREE OR FOUR MONTHS IS THE PROJECTED ESTIMATE OF...

ANY QUESTIONS?

COMMISSIONER WELLER: THE 511.COM IS A WEBSITE THAT YOU CAN ACTUALLY GET THE THREE THAT YOU MENTIONED, TRANSPORTATION, COMMUTE AND WHAT WAS THE THIRD?

>>TRAFFIC, TRANSIT, COMMUTER SERVICES.

COMMISSIONER WELLER: YOU CAN GET THOSE THREE ON 511.COM.

>>WHEN YOU ENTER IT ON YOUR COMPUTER, YOU ARE PRESENTED WITH A HOME PAGE AND SEE THE VARIOUS OPTIONS THAT ARE AVAILABLE, INCLUDING TRAFFIC, PLANNING, COMMUTER SERVICES. WILL

COMMISSIONER WELLER: THANK YOU.

COMMISSIONER NEAL: ON TRAFFIC, THAT'S FOR THE – I THINK MAYBE I DON'T REALLY UNDERSTAND. IS THIS JUST FOR DRIVERS OR FOR YOUR DRIVERS OR ACCESS SERVICES DRIVERS OR ANYONE THAT DRIVES.

>>ON 511 IT'S FOR TRANSPORTATION, FREEWAYS, TRAINS, CONDITIONS. WE WILL HAVE A PARTNERSHIP WITH THEM THAT ACTUALLY TALKS ABOUT ACCESS SERVICES IN TERMS OF OUR SERVICE FOR THE ADDRESS LOOK-UP.

COMMISSIONER NEAL: THEN I AM CONFUSED. YOU ARE TALKING ABOUT TRAFFIC. IF YOU ARE GOING TO BE RIDING, I DON'T SEE WHAT DIFFERENCE IT MAKES. IF YOU ARE DRIVING THEN YOU WANT TO KNOW WHAT THE TRAFFIC IS ON THE 10 FREEWAY OR WHATEVER. THIS LOOKS LIKE A SERVICE FOR A DRIVER. ASKING BECAUSE SOUNDS LIKE A GOOD IDEA. NO ONE DOES ANYTHING FOR DRIVERS WITH DISABILITIES. THEY DON'T WANT TO PUMP THE GAS FOR US.

NOT PICKING ON YOU. I WANT TO BE ABLE TO TELL PEOPLE WHAT YOU ARE DOING. DID I MISUNDERSTAND, IS IT FOR DRIVERS DRIVE OR YOU WANT TO CHECK TO RIDE THE VAN OR BUS.

>>511 HELP COMMUTER BEFORE AND AFTER THEIR COMMUTE. I WILL LOOK AT THE WEB SITE. IF THERE IS CONGESTION, I MAY DECIDE TO TAKE PUBLIC TRANSPORTATION, WHICH I USUALLY DO. YOU CAN ALSO ACCESS WHILE YOU ARE DRIVING.

COMMISSIONER NEAL: TICKET.

>>ABIDE BY THE DMV LAWS, YOU CAN USE A HANDS-FREE.

COMMISSIONER TERAN: WHICH ARE YOU CALLING ON?

COMMISSIONER NEAL: WE ARE GOING AROUND THE TABLE.

COMMISSIONER TERAN: ARE WE TALKING ABOUT EVERYONE WHO DRIVES OR JUST SPECIFICALLY DISABLED PEOPLE? FOR THIS INFORMATION.

>>511 IS AVAILABLE FOR EVERYONE.

COMMISSIONER TERAN: THE OTHER ONE IS, WITH ALL OF THIS WONDERFUL INFORMATION THAT YOU ARE GOING TO PROVIDE YOU WILL HAVE MILLIONS OF PEOPLE ANSWERING, SO BILLIONS OF US WHO CALL WILL BE ABLE TO ACCESS THE INFORMATION IN A MINUTE OR TWO?

>>IT'S AN AUTOMATED SYSTEM. YOU WILL BE TALKING TO A PHONE SYSTEM. IT WILL RECOGNIZE VOICE AND ALSO HAS TOUCH-TONE CAPABILITIES. IF YOU HAVE TROUBLE NAVIGATING THROUGH OUR SYSTEM, YOU WILL BE SENT TO THE CALL CENTER WHERE WE HAVE LIVE AGENTS 24/7 AND THEY HELP YOU GET BACK TO OUR PHONE SYSTEM. AT THAT POINT THE PHONE SYSTEM WILL GIVE YOU THE INFORMATION YOU REQUEST.

COMMISSIONER TERAN: WILL YOU HAVE ENOUGH OF WHATEVER, WHETHER THE PHONE SYSTEM OR ACTUAL PEOPLE, HOPEFULLY AS MANY AS WILL WANT TO ACCESS YOUR SERVICES.

>>WE HAVE A LOT OF CAPACITY ON OUR PHONE SYSTEM, ENOUGH TO HOLD 300 SIMULTANEOUS CALLS. ENGLISH AT THIS POINT.

COMMISSIONER MILLER: THE SYSTEM IS LIVE NOW?

>>THE SYSTEM HAS BEEN LIVE SINCE JUNE 10.

COMMISSIONER MILLER: GETTING THE WORD OUT?

>>WE HAD AN EVENT ON JUNE 10, AND IN ADDITION TO THAT WE HAVE HAD SEVERAL AD CAMPAIGNS WITH BILLBOARDS AND RADIO SPOTS AND ALSO ADVERTISED 511 ON THE CALTRANS CHANGEABLE MESSAGE SIGNS ALONG THE FREEWAY.

COMMISSIONER MILLER: YOU HAVE PRESS MATERIAL THAT CAN GET OUT TO VARIOUS PLACES THAT SERVE A LOT OF PEOPLE OR HAVE ACCESS TO A LOT OF COMMUTERS?

>>I HAD A MARKETING PROGRAM MANAGER WORKING FOR ME. I CAN GET INFORMATION TO THIS COMMISSION. I CERTAINLY WOULD LIKE TO DO THAT.

COMMISSIONER MILLER: THAT WOULD BE GREAT.

COMMISSIONER NEAL: GONNA SEND THIS UP TO YOU. THIS IS ANOTHER WAY YOU MIGHT WANT TO GET SOME OF THE INFORMATION OUT. WE DO HAVE A RADIO SHOW AND WE ARE LIVE ON THE INTERNET. THAT

WOULD BE ONE WAY. YOU CAN EITHER COME ON OR GIVE US A PRESS RELEASE OR WHATEVER, AND I WILL DO IT FOR YOU.

>>GREAT. THANK YOU.

RHONDA RANGEL: PRESIDENT TROOST, WE DO HAVE ONE PUBLIC COMMENT REQUEST FOR – ONE MORE.

COMMISSIONER CHANG: YOU DID MENTION CALTRANS WAS INVOLVED. HOWEVER, WE WORK FOR ANOTHER STATE AGENCY AND KNOW NOTHING ABOUT IT. I WORK WITH THE DEPARTMENT OF REHABILITATION, WE SERVE PEOPLE WITH DISABILITIES AND NEED THIS INFORMATION. WE NOTHING ABOUT IT. SEND IT TO US ELECTRONICALLY SO WE CAN SEND IT ON OUR DEPARTMENT.

>>I WILL GIVE YOU CARDS WHEN I AM DONE. WE CAN TALK MORE ABOUT HOW TO GET THE WORD OUT.

RHONDA RANGEL: PRESIDENT TROOST, WE DO HAVE ONE PUBLIC COMMENT FOR THIS ITEM, PHYLLIS COTO.

PHYLLIS COTO: WHEN I CALL 511 I DON'T GET INFORMATION FOR ACCESS RIDERS. I THINK MAYBE SHOULD BE BEFORE COMMUTER SERVICES. A SECTION FOR PEOPLE WITH DISABILITIES OR ACCESS WRITERS THAT COMES CLOSE TO COMMUTERS SO PEOPLE KNOW THE OPTION EXISTS.

>>NOW IT'S PART OF THE COMMUTER SERVICES MENU.

>>PHYLLIS COTO: SOME PEOPLE MAY NOT KNOW THAT.

>>NOW THAT WE ARE PARTNERED WITH ACCESS SERVICES, MAKING IT AN OPTION OF ITS OWN.

COMMISSIONER TROOST: ANY QUESTIONS?

COMMISSIONER NEAL: YOU CAN TAKE THEM. I WANT TO MAKE SURE YOU HAD MORE.

COMMISSIONER TROOST: THANK YOU VERY MUCH FOR YOUR PRESENTATION.

>>THANK YOU VERY MUCH.

RHONDA RANGEL: I DON'T THINK NORMA JEAN – THE NEXT ITEM IS ITEM 9, WHICH IS SUMMARY MONTHLY REPORT BY GIOVANNA.

GIOVANNA GOGREVE: GOOD AFTERNOON COMMISSIONERS. JUST TO ANSWER ONE OF THE QUESTIONS ABOUT HOW WOULD THIS AFFECT ACCESS SERVICES, THE 511. I THINK ANOTHER WAY THAT IT WOULD HELP OUR RIDERS IS THEY CAN USE THAT TO PLAN THEIR COMMUTE BECAUSE THEY ARE ALSO TRAVELING IN A VEHICLE. SO IF THEY CAN FIND OUT WHAT – WE ARE AFFECTED BY TRAFFIC AS WELL. OUR VEHICLES WILL BE AFFECTED BY TRAFFIC SO THEY CAN CALL AHEAD OF TIME AND FIND OUT WHAT THE COMMUTE IS LIKE AND CAN PLAN ACCORDINGLY. THAT'S HOW IT WILL ALSO HELP OUR CUSTOMERS. SO I WANTED TO MENTION THAT.

AND ONE OF THE BIG THINGS THAT IS HAPPENING AT ACCESS SERVICES AND I MENTIONED IT IN A COUPLE OF OUR LAST MEETINGS, IS THAT THE TAP CARD IS BEING ROLLED OUT. I SAID I WAS GOING TO BRING YOU SOME INFORMATION SO YOU CAN SEE EXACTLY WHAT THE TAP CARD WILL BE LOOKING –

COMMISSIONER NEAL: I'M SORRY. THAT NOISE, SOMEBODY'S CELL PHONE IS VIBRATING THE EQUIPMENT. IT'S VERY SENSITIVE.

COMMISSIONER NEAL: YOU HAVE YOUR CELL PHONE ON BACK THERE, TURN IT OFF? THANK YOU.

GIOVANNA GOGREVE: THIS HAS ALREADY GONE OUT TO A LOT OF OUR OPERATORS. IT'S GOING UP IN THEIR TRAINING ROOMS. AND IT'S BEING GIVEN OUT TO ALL OF THE BUS OPERATORS AND THE DIFFERENT FREE-FARE PARTNERS THAT WE HAVE, SO THEY CAN SEE THE OLD CARD VERSUS THE NEW CARD. AND I WILL PASS THIS AROUND SO YOU CAN TAKE A LOOK AT THAT. AND SO THAT'S GOING TO START HAPPENING ON AUGUST 26TH. AND AT THAT SAME EXACT TIME, WE WILL BE SENDING OUT 108,000 FLYERS TO OUR RIDERSHIP SO WE WILL INFORM THEM IN ENGLISH AND SPANISH AND LET THEM KNOW WE ARE ROLLING OUT THE NEW TAP CARD SYSTEM.

WE ARE ALSO DOING SEAT DROPS, ANNOUNCE ON OUR WEBSITE AND TRYING TO GET THE WORD OUT AS MUCH AS POSSIBLE. THERE IS A TELEPHONE NUMBER YOU CAN CALL TO REQUEST A NEW CARD. YOU LEAVE YOUR NAME, ID NUMBER, ON THIS RECORDING, AND THEN WE MAIL OUT THE CARD TO YOU IN A CARD FOLDER WITH INSTRUCTIONS HOW TO ACTIVATE THE CARD AS WELL AS AN FAQ, FREQUENTLY ASKED QUESTIONS. AND IT'S A 13-PAIN FREQUENTLY ASKED QUESTIONS, EVERYTHING FROM HOW TO USE YOUR TAP CARD. IF YOU USE IT AS A VISA, HOW TO LOAD MONEY ON TO IT. IF YOU ARE NOT GOING TO USE AS A VISA, CHARGES, MONTHLY CHARGES. HOPEFULLY ALLEVIATE THE QUESTIONS COMING INTO CUSTOMER SERVICE OR INTO OTHER OPERATORS ABOUT THE TAP CARD CHANGES.

WE KNOW THAT WE ARE GOING TO GO THROUGH A LITTLE BIT OF A ROUGH PATCH, A LOT OF CALLS IN OUR CUSTOMER SERVICE CENTER. MR. BURNS WILL ADDRESS THAT.

NONETHELESS, I THINK IT WILL HELP WITH THE FRAUD WE HAVE BEEN EXPERIENCING. JUST TO LET YOU KNOW, THERE WAS AN 86.6% INCREASE IN OUR FREE-FARE RIDERSHIP COMING OUT OF METRO LINK IN THE ANTELOPE VALLEY, AS WELL AS THE (INAUDIBLE) VALLEY. 1.4 MILLION WE PAID OUT TO METRO LINK THIS PAST YEAR, AND THE TOTAL INCREASE OF OUR FREE-FARE PARTNERSHIP WE PAID OUT TO AGENCIES THAT PARTICIPATE WAS ABOUT A HUNDRED PERCENT INCREASE AND THE MAJORITY WAS ALL SEEN FROM METRO LINK. AND THIS IS ANOTHER BIG REASON WE ARE TRYING TO ELIMINATE THAT FRAUD AND IMPLEMENT THIS TAP CARD SYSTEM. WE WON'T KNOW THAT THAT'S GOING TO WORK UNTIL WE SEE THE NUMBERS COMING IN, MAYBE TOWARD THE SECOND HALF OF THE FISCAL YEAR.

EVEN THOUGH METRO LINK DOESN'T HAVE THE TAP SYSTEM, IT WILL BE A FLASH AND OPERATORS WILL ALLOW PEOPLE THROUGH WITH THIS GREEN FLASH WHICH IS VERY DIFFERENT FROM THE WHITE ONE. SO IT'S VISUALLY DIFFERENT. HOPE IT WILL HELP US. ALSO THINKING ABOUT RENEGOTIATING WITH METRO LINK BECAUSE IT'S INCREDIBLE – THE INCREASES ARE JUST ASTOUNDING SO TRYING TO WORK ON THAT.

ALTHOUGH, MIGHT I SAY THAT OUR FREE-FARE PROGRAM HAS SAVED THE REGION A LOT OF MONEY. SO IF YOU ARE RIDING FREE-FARE, ACCESS IS PAYING \$1.08 VERSUS THE LOADING COST OF 27 DOLLARS.

NOT ALL OUR RIDERS CAN ACCESS – DOESN'T PRECLUDE YOU FROM BEING AN ACCESS RIDER IF YOU ARE GOING TO USE YOUR ACCESS CARD FOR FREE-FARE. SOMETIMES PEOPLE SAY I DON'T WANT TO USE IT BECAUSE THEY THINK I CAN USE FIXED-ROUTE. IT'S JUST ANOTHER OPTION FOR YOU.

ANY QUESTIONS ON FREE-FARE – I MEAN THE TAP CARDS.

COMMISSIONER CHANG: I DO NOT UNDERSTAND THE CORRELATION BETWEEN WHAT YOU JUST SAID, METROLINK AND ACCESS SERVICES. YOU DIDN'T SAID IT INCREASED A HUNDRED PERCENT AND –

GIOVANNA GOGREVE: IF YOU ARE AN ACCESS RIDER YOU CAN RIDE OUR FREE-FARE PARTNER SYSTEMS FOR FREE. WHAT HAPPENS IS, WE PARTNER WITH THESE AGENCY AND THEY IN TURN CHARGE US BACK FOR OUR RIDERSHIP. IF YOU HAVE AN ACCESS RIDE, THE OPERATORS [INAUDIBLE] AT THE END OF THE MONTH OR THE END OF THE QUARTER THEY COME BACK AND CHARGE US. THEY ARE A REDUCED FARE. INSTEAD OF PAYING THE FULL \$27 THIS RIDER WOULD USE ON ACCESS, THEY ARE CHARGING ON OUR FREE-FARE SERVICE. A DOLLAR EIGHT.

OBVIOUSLY GAS PRICES INCREASED WITH WHY OUR RIDERSHIP ON THEIR SYSTEM INCREASED. WE ALSO THINK FRAUD HAS A LOT TO DO WITH IT.

COMMISSIONER CHANG: THEY OVERCHARGE YOU.

COMMISSIONER MILLER: CONNECT THAT FOR ME. I DON'T UNDERSTAND HOW THAT –

COMMISSIONER CHANG: THEY OVERCHARGE YOUR AGENCY SO THEY GET REIMBURSED MORE THAN THE ACTUAL NUMBER OF PASSENGERS?

GIOVANNA GOGREVE: THEY ARE SAYING WE HAVE THAT NUMBER OF PASSENGERS. WE DON'T THINK SO. WE THINK PEOPLE ARE FRAUDULENTLY ACQUIRING THESE CARDS ON – NOT ALAMEDA – ALVARADO. RIGHT NOW YOU CAN GET OFF ON ALVARADO AND BUY A FRAUDULENT ACCESS CARD FOR \$10. THAT IS THE BIGGEST REASON. THERE IS BEEN A LOT OF – OPERATORS SAID WE'VE SEEN A LOT OF FRAUDULENT CARDS. BUT WE CAN'T STOP THEM BECAUSE WHAT IF THEY ARE REALLY ACCESS RIDERS. WE HOPE THIS WILL ALLEVIATE SOME OF THAT FRAUD.

COMMISSIONER WELLER: I HAVE A QUESTION. WHAT DO YOU – HOW DOES THE – WHAT DO YOU DO IF A OPERATOR DOES NOT – FOR EXAMPLE, THE BIG BLUE BUS DOESN'T HAVE A TAP CARD PAD –

GIOVANNA GOGREVE: IF THEY ARE NOT ON A TAP SYSTEM THEY WILL DO EXACTLY WHAT THEY'VE DONE IN THE PAST, THEY HAVE AN OCU. THE BUS OPERATOR WILL PRESS A BUTTON AND THAT COUNTS AS AN ACCESS RIDE. HOW WE KEEP TRACK AND HOW THEY BILL US. IF YOU ARE RIDING WITH A PCA AND YOU DO HAVE A TAP CARD SYSTEM ON ONE OF THE FREE-FARE PARTNERS, THEY WILL TAP THE CARD AND THE BUS DRIVER WILL PUSH THE OCU, THE BUS OPERATOR WILL PUSH THE BUTTON FOR THE PCA. IF

THEY DO NOT HAVE THE TAP CARD SYSTEM, THEY WILL PRESS IT TWICE, FOR THE RIDER AND FOR THE PCA.

COMMISSIONER WELLER: DO I HAVE TO TELL THEM?

GIOVANNA GOGREVE: SHOULD HAVE IT ON THE CARD, RIGHT HERE WHERE IT SAYS PCA. WHEN YOU ARE CALLING TO LEAVE A MESSAGE TO ACQUIRE THE CARD, YOU HAVE TO INDICATE YOU WOULD LIKE IT TO REFERENCE THAT YOU HAVE A PCA.

IF IT DOESN'T, YOU NEED TO CALL BACK AND LET THEM KNOW, I'M SORRY, I FORGOT TO TELL YOU I TRAVEL WITH A PCA.

>>WHAT'S A PCA?

GIOVANNA GOGREVE: A PERSONAL CARE ATTENDANT. SORRY. JARGON.

COMMISSIONER CHANG: I DON'T UNDERSTAND.

COMMISSIONER NEAL: I JUST WANTED TO RESTATE DANIEL GARCIA'S CONCERN ABOUT THE TAP CARD AND WONDER IF YOU COULD EXPLAIN HOW DRIVER INTERACTION WOULD MAKE THIS A NON-ISSUE?

GIOVANNA GOGREVE: I THINK CHIP HAZEN IS GOING TO ADDRESS THAT ISSUE WITH THE BUS DRIVERS.

WITH US IT WILL BE THE SAME, OUR VAN DRIVERS TAKE THE CARD ANYWAY, LOOK AT THE CARD, AND THEY WILL BE TAPPING IT ON THEIR SYSTEM. OUR OPERATORS – OUR VAN DRIVERS ARE VERY HELPFUL WITH OUR RIDERS, OBVIOUSLY, AND CHIP WILL ADDRESS THE OTHER PORTION OF IT.

COMMISSIONER JAMES: YES, COMMISSIONER CHANG AND I WERE WONDERING ABOUT WHY IT'S A DEBIT CARD. IT'S A LITTLE CONFUSING.

GIOVANNA GOGREVE: JUST OPTION WE WANTED TO GIVE TO OUR CUSTOMERS – I'M SORRY. IT'S JUST ANOTHER OPTION WE WANTED TO GIVE TO THE CUSTOMERS. YOU DON'T HAVE TO USE IT AS A VISA TAP CARD AT ALL. YOU CAN USE IT AS AN ACCESS CARD.

ALONG WITH THIS CARD YOU WILL RECEIVE A LANYARD AND THAT WILL COVER THE VISA PORTION OF THE ID CARD. SO IT WILL BASICALLY LOOK LIKE THIS WITH ACCESS AND THEN YOUR NAME. SO IT WILL COVER THIS PORTION SO YOU WON'T SEE.

COMMISSIONER CHANG: I DON'T WANT PEOPLE TO GET THE WRONG IDEAS, AND KNOCK DOWN THE OLD LADIES.

COMMISSIONER NEAL: HER NECKLACE, THEY DID IT TO A BLIND LADY DOWNTOWN.

COMMISSIONER CHANG: IT'S DANGEROUS. SEE THAT AND DRAG MY NECK?

COMMISSIONER JAMES: THEY WILL BE COVERED OVER SO NOT IDENTIFIED AS A DEBIT CARD.

GIOVANNA GOGREVE: YOU DON'T HAVE TO USE IT AS THAT. THE FUNCTIONALITY IS THERE. IT'S A WAY TO TRACK THE AMOUNT OF RIDERS THAT WE HAVE, AND ALSO HELP US WITH THE WHOLE FRAUDULENT PORTION OF THIS.

COMMISSIONER JAMES: I HAVE A VERY DUMB QUESTION. WHAT IF THEY FIND A WAY AROUND THAT. WITH TECHNOLOGICAL ADVANCES –

LOUIS BURNS: I THINK IT'S A PROCESS, BECAUSE IT WILL HAVE THAT LOGO ON IT. FOR A SHORT PERIOD OF TIME. EVEN NON-CUSTOMERS WILL KNOW EVENTUALLY IT'S A VISA. WE WILL HAVE TO BE PROACTIVE WITH OUR CUSTOMERS. IT COULD BE TAKEN FROM SOMEONE WHO HAS AN IMPAIRMENT. IT'S ONLY A SHORT WHILE BEFORE SOME PEOPLE KNOW THAT SOME OF OUR RIDERS HAVE THEM AROUND THEIR NECK. IT'S VISIBLE. EVEN IF THE LOGO IS COVERED UP.

GIOVANNA GOGREVE: ALSO IF YOU LOSE YOUR CARD IT'S DEACTIVATED AND IMMEDIATELY IF YOU CALL THE TELEPHONE NUMBER. LOOK, IT WAS STOLEN ON THIS DAY. JUST LIKE OUR REGULAR ACCESS CARD WOULD BE. THEY ARE ISSUED A NEW ONE. THERE WILL BE SOME FEES ASSOCIATED WITH LOSING YOUR CARD OR ASKING FOR A NEW ONE IT'S A TIER SYSTEM OF \$3, SECOND TIME UP TO 4 AND 7. AND EVERY TIME AFTER THAT IT'S 7. I AM NOT EXACTLY SURE WHAT THE COST TO ACCESS SERVICE SYSTEM, BUT I'M SURE IT'S A LITTLE MORE THAN \$7 PER CARD FOR US.

THE OTHER THING I WANTED TO SAY AS FAR AS NOTIFICATION, WE WILL HAVE IT ON ALL OF OUR HOLD, I'VE READ IT INTO A RECORDING SO ANYBODY THAT REQUESTS IT FOR ALTERNATE FORMAT, WE CAN SENDS OUT IN ALTERNATE FORMAT IN ENGLISH AND SPANISH. AND TRYING TO COVER EVERYTHING, TDD AND OTHER WAYS TO GET IT OUT TO OUR RIDERSHIP.

COMMISSIONER JAMES: POSSIBLE TO PUT A CHIP IN IT SO A DRIVER CAN IDENTIFY IT. SOMEONE TRY TO USE A FAKE ONE, EVENTUALLY THEY WILL FIGURE OUT – IS IT POSSIBLE TO PUT A CHIP IN WHERE THEY CAN SCAN IT AND MAKE SURE IT'S A LEGITIMATE CARD?

GIOVANNA GOGREVE: THERE IS A PICTURE. I'M NOT SURE. THERE IS A POSSIBILITY. IN THE FUTURE, THERE ARE A LOT OF THINGS, THAT THE REASON WE ARE MOVING TO THIS PROCESS OTHER THAN THE REASONS I ALREADY MENTIONED, I THINK THE FUTURE HOLDS A LOT MORE FOR US AS WELL. SO I AM SURE THAT WILL COME AROUND. OUR IT DEPARTMENT –

COMMISSIONER NEAL: I WANT TO MAKE A COMMENT. THE SAME THING WITH THESE CARDS THAT HAPPENS OFTEN WITH THE DISABLED PARKING PLACARDS, IT'S SOMEBODY IN THE FAMILY. I DON'T KNOW HOW TO ADDRESS THAT. BUT I JUST THOUGHT I WOULD MENTION THAT, I THINK THAT MAYBE THE INDIVIDUAL THAT HAS THE CARD NEEDS TO HAVE SOME RESPONSIBILITY FOR TAKING CARE OF THE CARD TO MAKE SURE THEIR FAMILY MEMBERS AND WHATNOT DON'T ABUSE IT. THERE SHOULD BE SOME KIND OF A FINE.

I KNOW THERE ARE OTHER SITUATIONS WHERE THEY HAVE AN UNSCRUPULOUS CARE-GIVER. I WANT TO BE AWARE THIS GOES ON.

GIOVANNA GOGREVE: I WAS WORKING WITH A NO-SHOW PROGRAM –

COMMISSIONER TERAN: A QUESTION ANSWERED BY SOMEBODY ELSE – WHAT ABOUT IF YOU DON'T USE IT AS A VISA CARD ARE YOU GOING TO GET CHARGED AT THE END OF THE MONTH? THE YEAR?

GIOVANNA GOGREVE: NO. NOT AT ALL. YOU DON'T REALLY GET CHARGED. YOU USE IT AS – THEY DON'T CHARGE YOUR CARD UNLESS YOU

ARE GOING TO GO PURCHASE SOMETHING AT A STORE, PAY A BILL. OR YOU LOAD MONEY ON TO IT YOURSELF.

COMMISSIONER NEAL: THEY DON'T CHARGE YOU FOR THE CARDS YOU LOAD YOUR OWN MONEY.

COMMISSIONER TERAN: I WAS WATCHING THE NEWS, SOMEONE WAS CHARGED FOR A CARD THEY ARE NOT USING.

COMMISSIONER NEAL: SOMETIMES THEY CHARGE YOU A FEE JUST TO HAVE A CARD. THOSE AREN'T THE ONES WHERE YOU PUT YOUR OWN MONEY ON IT. THERE IS A DIFFERENCE, I THINK.

GIOVANNA GOGREVE: THERE IS A MONTHLY MAINTENANCE IN OUR FAQ, FOR \$4.95. NEVER ANY FEES FOR USING CARD FOR TRANSIT. IF YOU LOAD YOUR CARD – YOU CAN USE THIS AS THAT. YOU DON'T HAVE TO USE IT.

COMMISSIONER NEAL: IT'S KIND OF MISLEADING AND I THINK PEOPLE WITH CERTAIN TYPES OF DISABILITIES THAT HAVE DIFFICULTY MANAGING MONEY AND OTHER THINGS, I THINK THIS WILL BE A PROBLEM.

COMMISSIONER MILLER: CURIOUS ABOUT THE LOGIC BEHIND CREATING IT AS A DEBIT OR VISA CARD. I THINK YOU HAD TO MAKE THAT DECISION.

COMMISSIONER CHANG: I THINK BANK OF AMERICA –

COMMISSIONER MILLER: IT'S NOT A COMPONENT OF UTILIZING ACCESS.

GIOVANNA GOGREVE: NO, IT'S NOT.

COMMISSIONER MILLER: KIND OF LIKE A COMPLIMENTARY VISA CARD.

GIOVANNA GOGREVE: IT'S AN OPTION. LIKE I SAID, I THINK THAT THERE WILL BE SOME – OBVIOUSLY THERE IS GOING TO BE BUMPS IN THE ROAD IN THE BEGINNING. AND WE WILL SEE HOW IT WORKS. AND

COMMISSIONER MILLER: WAS THERE A FEE PAID BY –

COMMISSIONER NEAL: I THINK THERE IS A MOUNTAIN IN THE ROAD. I THINK IT WILL IMPACT PEOPLE'S CREDIT.

COMMISSIONER MILLER: I HAVE A FOLLOW-UP. JUST CURIOSITY WAS THERE A FEE PAID BY A FINANCIAL INSTITUTION TO BE THE CREDIT CARD COMPONENT OF THIS, TO ACCESS OR SOMEBODY?

GIOVANNA GOGREVE: I DON'T KNOW. I CAN FIND THAT OUT FOR YOU. MAYBE OUR BOARD MEMBER CAN –

COMMISSIONER MILLER: IT'S AN INTERESTING PAIRING OF THE CREDIT CARD WITH THE ACCESS ID.

GIOVANNA GOGREVE: RIGHT.

COMMISSIONER CHANG: I HAVE ANOTHER QUESTION. THE NEW ID CARD HAS THE PHOTO. SO DOES EVERYONE – OKAY, THE CURRENT PERSON WHO HAS THE ID CARD GO IN TO RETAKE THE PHOTO?

GIOVANNA GOGREVE: IT'S ALL IN THE SYSTEM. AND THEY WILL BE ABLE TO USE THEIR –

COMMISSIONER CHANG: LIKE OUR DRIVERS' LICENSE.

GIOVANNA GOGREVE: THE TAP CARDS, NOW, YOU WILL REPLACE THEM BECAUSE YOU USE OTHER TRANSIT OPTIONS. IF YOU DON'T USE OTHER TRANSIT OPTIONS T WILL BE REPLACED AS YOUR ELIGIBILITY COMES UP FOR

RENEWAL. WE DON'T USE THIS FOR OUR FREE-FARE PARTNERS, BIG BLUE BUS, -- WE HAVE 23 IN THE COUNTY. IF YOU DON'T USE THEM, THEN YOU DON'T HAVE TO WORRY ABOUT THIS, YOU WILL RECEIVE A NEW ACCESS CARD AS YOUR ELIGIBILITY EXPIRES AND YOU NEED TO RENEW, THE EXACT SAME WAY IT'S HAPPENED IN THE PAST.

COMMISSIONER WRIGHT: WITH THE TIME LINE THAT YOU OUTLINED HERE, SOMEONE DOESN'T RESPOND, THAT THEY ARE TOTALLY DEPENDENT ON ACCESS SERVICES, WHAT PLAN DO YOU HAVE IN PLACE THAT WOULD REACH OUT TO THOSE INDIVIDUALS.

GIOVANNA GOGREVE: IF YOU ARE TOTALLY DEPARTMENT, AS YOUR ELIGIBILITY EXPIRES YOU RECEIVE A NEW CARD. IT DOESN'T REALLY AFFECT YOU. YOU ONLY STRICTLY USE ACCESS. THIS AFFECTS YOU IF YOU USE OTHER TRANSIT OPTIONS, IF YOU USE THE 23 PARTNERS. AFTER NOVEMBER 30 YOU WON'T BE ABLE TO SHOW THE OLD CARD TO A TRANSIT OPERATOR.

IF YOU USE ACCESS SERVICES AND ELIGIBILITY DOESN'T COME UP UNTIL JANUARY OF NEXT YEAR, YOU WILL STILL BE USING IT. I BELIEVE IT HAS EXPIRATION -- WHICH IT DOES.

LOUIS BURNS: THEY HAVE TO GET NEW CARDS BY THEN --

GIOVANNA GOGREVE: NOT PEOPLE STRICTLY USING ACCESS. THEIR ELIGIBILITY COMES UP FOR RENEWAL THEY WILL GET --

COMMISSIONER WRIGHT: I HAVE ONE OTHER QUESTION.

GIOVANNA GOGREVE: IS THAT -- EVERYBODY -- DID I EXPLAIN THAT?

COMMISSIONER WRIGHT: ANOTHER QUESTION I WAS GIVEN, THE CONSIDERATION, IS FINGERPRINTING POSSIBLE.

GIOVANNA GOGREVE: THAT WOULD BE OUR IT DEPARTMENT. SHE PROBABLY WOULD HAVE KNOWN. THAT'S INTERESTING TOO.

COMMISSIONER WRIGHT: THANK YOU.

GIOVANNA GOGREVE: I HAVE ONE OTHER THING AND THIS IS GOING BACK TO THE ACCESS AWARDS. WE HAVE A NEWSLETTER, AND I WANTED TO FIND OUT IF IT'S OKAY IF WE CAN ADVERTISE OR PUT SOME TYPE OF A SMALL ARTICLE IN THE NEWSLETTER WHICH GOES OUT TO OUR BOARD MEMBERS, OUR MEMBER AGENCIES AND OTHER TRANSIT AGENCIES ABOUT THE ACCESS LUNCHEON. AND I WASN'T SURE IF IT WAS OKAY THAT THIS WOULD BE ANOTHER OPTION TO ADVERTISE ABOUT THE ACCESS LUNCHEON. AND I WILL LEAVE. SOME OF YOU ARE ON OUR MAILING LIST. AND SOME OF YOU -- IF YOU ARE NOT, I CAN PUT YOU ON OUR MAILING LIST. BUT I WILL LEAVE THESE FOR YOU. THIS IS BEHIND THE SCENES. GOES TO OUR BOARD MEMBERS, OUR MEMBER AGENCIES, TO ARE THE STAKEHOLDERS, ADVISORY COMMITTEES, TPAC MEMBERS. IN THIS PAST MONTH WE HAVE OUR AWARDS, PICTURES WITH JANET. THAT'S IN THERE.

COMMISSIONER NEAL: WHAT?

GIOVANNA GOGREVE: YEAH, YOU ARE IN THERE.

LAST THING I WANT TO INFORM YOU ABOUT. THIS IS IN ITS INFANCY, WE ARE LOOKING INTO A DRIVER -- A VOLUNTEER DRIVER PROGRAM. I WILL BE TALKING TO YOU GUYS ABOUT THAT. I WOULD LIKE TO GIVE YOU A HEADS-UP ON WHAT'S COMING UP. WHAT I WILL BE TALKING ABOUT.

PROBABLY BRINGING THIS TO MANY MORE MEETINGS. WE ARE LOOKING TO A VOLUNTEER DRIVER PROGRAM IN THE AREA. SAN DIEGO HAS A GREAT VOLUNTEER DRIVER PROGRAM. WE ARE LOOKING AT THIS, AND I WANTED TO BRING IT TO JANET'S ATTENTION, BECAUSE WE WANTED TO COME ON THE RADIO SHOW AND TALK ABOUT THAT. NOT ONLY ARE WE DOING IT BUT WE WANT TO LET OTHER SOCIAL SERVICE AGENCIES KNOW ABOUT THIS AND HOW IT WORKS AND HOW IT CAN HELP RIDERS OF THAT AREA UTILIZE VOLUNTEER PROGRAM AND HOW TO START IT UP IN THEIR ORGANIZATIONS. IT'S ONE OF OUR CTSA, CONSOLIDATED TRANSPORTATION SERVICE AGENCY, COORDINATED WITH OTHER AGENCIES. ONE OF THE THINGS WE ARE CONSIDERING.

WITH THAT I WILL TURN IT OVER TO MR. BURNS. THANK YOU FOR YOUR TIME.

LOUIS BURNS: THANK YOU, COMMISSIONERS. AGAIN. I WANT TO THANK YOU FOR THE AWARD YOU GAVE US LAST MONTH. IT'S ON OUR WALL.

I WANTED TO GIVE YOU THE BAGS. I GOT MORE PROMOTIONAL ITEMS COMING IN. BUT THESE ARE THE BAGS WE GIVE OUT TO AGENCIES WE MEET WITH IN OUR OUTREACH. WE ARE EXPECTING THEM TO DISSEMINATE INFORMATION TO OUR CUSTOMERS SO THAT WILL CLEAR UP SOME OF THE DO'S AND DON'TS ON USING ACCESS SERVICES. THAT IS WORK FOR THEM TO GET THAT INFORMATION OUT. SO WE WANTED TO GIVE THEM SOME PROMOTION ITEMS.

SO FAR THE OUTREACH IS GOING WELL. SOMETIMES WE ARE DOING [INAUDIBLE] CONFERENCING. GOING OUT TO THE LOCATIONS. IT'S WORKING QUITE WELL.

I WILL TURN IT OVER UNLESS YOU HAVE QUESTIONS.

COMMISSIONER MILLER: A GENERAL QUESTION THAT CAME TO MIND WHEN THE DISCUSSION WAS AROUND THE INCREASE IN RIDERSHIP. I KNOW AS A RESULT OF BUDGET CUTS, REGIONAL CENTER SERVICES ARE LOOKING AT MOVING AS MANY PEOPLE OFF THEIR FIXED-ROUTE TRANSPORTATION SERVICES AND ON TO ACCESS OR OTHER PUBLIC TRANSPORTATION PROVIDERS IF POSSIBLE. HAVE YOU SEEN A SIGNIFICANT RISE IN THAT RIDERSHIP?

LOUIS BURNS: NOT AS A RESULT OF THEIR LOSS OF REVENUE. WE HAVE MET WITH THE REGIONAL CENTERS. THEY ARE QUITE INTERESTED BECAUSE THEY WILL BE LOSING FUNDS. WE LET THEM KNOW WE ARE AVAILABLE. WHATEVER WE CAN TO FILL THAT VOID. THEY WILL HAVE TO GO THROUGH THE SAME PROCESS AS EVERYONE ELSE.

MOST OF THEIR CLIENTS WILL BE ELIGIBLE SO WE WILL DO WHATEVER WE CAN TO TRY TO HELP FILL THAT VOID.

COMMISSIONER MILLER: YOU HAVEN'T SEEN A FINANCIAL BURDEN WITH THE INCREASE.

LOUIS BURNS: GIOVANNA? WE HAVE HAD AN INCREASE, BUT IT'S NORMAL, THIS TIME OF THE YEAR, NOTHING TO RELATE TO THEIR ISSUES. REGIONAL CENTERS.

GIOVANNA GOGREVE: OUR ELIGIBILITY CENTER IS GOING CRAZY RIGHT NOW. IT COULD BE – OUR RIDERSHIP HASN'T REALLY – IT'S AN INTERESTING THING THAT WE TALK ABOUT FREE-FARE AND THE INCREASE IN FREE-FARE. BUT OUR RIDERSHIP HAS KIND OF MAINTAINED ITSELF. OUR ELIGIBILITY HAS GONE UP LIKE CRAZY, PEOPLE BEING CERTIFIED FOR ACCESS, BUT WE THINK THIS FREE-FARE PROGRAM HAS KEPT THE RIDERSHIP ON ACCESS AS BAY, AND WE'VE SEEN GRADUAL INCREASES. WE DO RIDERSHIP PROJECTIONS EVERY YEAR, BUT OUR ELIGIBILITY, YES, WE HAVE SEEN AN INCREASE IN ELIGIBILITY. WE ARE NOT SURE IF A LOT OF THOSE PEOPLE ARE JUST –

COMMISSIONER CHANG: THEY HAVEN'T LOST THEIR FUNDING COMPLETELY.

GIOVANNA GOGREVE: AND THEY ARE USING THE OTHER TRANSIT OPTIONS. THEY ARE USING FIXED-ROUTE A LITTLE MORE.

LOUIS BURNS: I THINK THE TAP CARD WILL GIVE US MORE INFORMATION, IT WILL BE MORE HONEST WITH THE NUMBERS WE ARE GETTING.

COMMISSIONER REITNOUER: HAVE YOU DONE VARIOUS CONFERENCES IN THE PAST?

LOUIS BURNS: WE HAVE. I WILL GIVE YOU MY CARD.

COMMISSIONER NEAL: WE HAVE A LUNCHEON COMING UP IN OCTOBER.

LOUIS BURNS: THANK YOU, HAVE A GOOD EVENING.

RHONDA RANGEL: I THINK WE ARE READY FOR ITEM 10, WHICH IS CHIP HAZEN.

CHIP HAZEN: BROUGHT MY SHILL WITH ME TODAY.

GOOD AFTERNOON, COMMISSIONERS. THANK YOU FOR THE OPPORTUNITY TO COME TALK TO YOU AGAIN. I WOULD LIKE TO INTRODUCE MY INTERN – SPEAK INTO THE MICROPHONE.

>>NAOMI: HELLO, GOOD AFTERNOON. MY NAME IS NOAMI. I AM A SENIOR AT UNIVERSITY HIGH SCHOOL, INTERNING FOR CHIP FOR THE SUMMER. SO GOING TO GET EXPERIENCE.

CHIP HAZEN: SHE'S LEARNING TO UNDERSTAND WHAT TRANSPORTATION IS AND WHY PEOPLE WITH DISABILITIES HAVE SO MANY PROBLEMS IN RIDING TRANSPORTATION AND HOW TO FIX IT.

WE HAVE ABOUT 250 SHORT-TERM INTERNS GOING THROUGH OUR AGENCY RIGHT NOW. THESE ARE HIGH SCHOOL STUDENTS AND STUDENTS FROM THE COMMUNITY COLLEGES. WE HAVE REGULAR INTERNS THAT ARE LONG-TERM, HIRED FROM ONE TO TWO YEARS AS AN INTERN WHILE THEY FINISH UP THEIR DEGREE PROGRAM. WE HAVE ABOUT 450-500 INTERNS IN OUR BUILDING.

YOU ASK ABOUT FARE GATES, DANIEL BROUGHT IT UP AND THE TAP CARD. THEY WORK TOGETHER.

THE TAP CARD IS A PROGRAM THAT METRO FELT WAS NEEDED WITHIN THE COUNTY BECAUSE IT GAVE THE OPPORTUNITY TO HAVE ONE SYSTEM THAT PAYS FOR ALL DIFFERENT TRANSIT PROGRAMS. SO IF YOU TRANSFER TO ANOTHER SYSTEM OFF OF ONE SYSTEM, YOU HAVE TO PAY A DIFFERENT TYPE OF FARE. SO TRYING TO MAKE IT SO EVERYBODY HAD AN EQUAL

SERVICE AS FAR AS – THE COST OF THE FARE, THAT PARTICULAR FARE, THAT TRIP, BUT YOU HAVE A MEDIUM IN ORDER TO PAY THAT FARE. INSTEAD OF HAVING TO CARRY AROUND LOTS OF COINCIDENCE, YOU CARRY AROUND A CARD. SO IT'S A DEBIT CREDIT CARD. YOU CAN PUT MONEY ON THE CARD AS A DEBIT. WHEN YOU TAP IT SOMEWHERE IT DECREASES THE AMOUNT OF MONEY ON THE CARD. THAT'S THE CHIP INSIDE OF IT. THE CREDIT CARD IS YOU CAN PUT MONEY FROM YOUR VISA ACCOUNT OR FROM ANOTHER ACCOUNT OR PAY FOR IT LATER. SO YOU CAN CHARGE IT ON TO THAT CARD AND PAY FOR IT LATER, ALL AT ONE SHOT. RATHER THAN TRYING TO PIECEMEAL – IF YOU ARE A PERSON WITH A DISABILITY AND TRAVELING ON OUR SYSTEM FOR A NON-PEAK TIME, BETWEEN 9:00 A.M. AND 3:00 P.M., IT'S 25 CENTS. IF YOU WANT TO TRANSFER BETWEEN RAIL TO BUS AND BACK TO BUS, YOU HAVE TO CARRY AROUND THE 25 CENTS. WITH THE CARD YOU DON'T HAVE TO DO THAT.

OUR DEPUTY SHERIFFS LOOKING AT THE FRAUD NOW. THE FOR A FEW MONTHS, FOUND MILLIONS OF DOLLARS FRAUD. IT'S HARD FOR OUR OPERATORS TO SPOT THAT CARD WHEN PEOPLE GETTING ON THE BUS.

WE KNOW THERE ARE A LOT OF CARDS OUT THERE THAT ARE NOT ACCESS CARDS. WE ARE HOPING THE TAP CARD WILL ALLEVIATE THAT.

THEY HAVE A MAG STRIP ON IT. THAT STRIP IS SO THEIR DRIVERS CAN READ THE CARD. WHEN THEY GET ON TO OUR SYSTEM THEY TAP IT AND THE COMPUTER CHIP WILL TELL THEM THEY ARE AN ACCESS SERVICES RIDER AND THEY CAN RIDE FOR FREE. WE DON'T KNOW HOW MANY PEOPLE ARE RIDING OUR SYSTEM RIGHT NOW WITH DISABILITIES THAT ARE ELIGIBLE FOR ACCESS. WE THINK WE ARE SAVING 20 MILLION A YEAR.

THE REASON WE ARE GOING WITH THAT. THE FARE GATES I JUST FOUND OUT ABOUT YESTERDAY EVENING GOING HOME ON THE TRAIN. WE WILL BE CLOSING DOWN SEVERAL STATIONS AND ACTIVATING THE GATES AT THOSE STATIONS IN THE NEAR FUTURE. I DON'T HAVE A TIME TABLE OF THE STATIONS THAT WILL BE ACTIVATED.

SEND IT TO RHONDA.

WE APPRECIATE IF THE DISABLED COMMUNITY WILL HELP US, GO OUT THERE AND TRY TO USE THOSE GATES AT THOSE STATIONS. IMPORTANT TO US TO KNOW WHAT THE PROBLEMS ARE AS FAR AS ACCESSIBILITY FOR THOSE GATES.

THE PLAN IS TO PUT THEM ALL INTO ACCESS IF THEY CAN'T USE OUR SERVICE. I WILL NOT COMMENT ON MY OPINION OF THAT.

I THINK JANET KNOWS WHAT MY OPINION IS.

COMMISSIONER TERAN: CAN YOU SHARE YOUR OPINION?

CHIP HAZEN: I CANNOT. I WILL DO IT ON THE RECORD.

SO WE WOULD REALLY APPRECIATE IT IF YOU CAN GET THE WORD OUT TO YOUR CONSTITUENTS YOU NEED TO GO TO THESE STATION AND SEE IF YOU CAN WORK THE SYSTEM. WE WILL HAVE ATTENDANTS AT ALL THESE STATION AND SOMEONE THERE TO HELP YOU IF YOU CANNOT USE YOUR TAP CARD AND TAP IT WHERE IT'S SUPPOSED TO BE TAPPED. SO THERE WILL BE SOMEONE THERE TO PROVIDE THAT ASSISTANCE.

PEOPLE COMING OUT SAYING I NEED HELP, KEEP TRACK OF THEM. SEE HOW MANY PEOPLE WE ARE TALKING ABOUT AND REALLY UNDERSTAND THE PROCESS AND THE PROGRAM, AND HOW WE CAN FIX IT AND MAKE IT MORE ACCESSIBLE.

THAT MAKE SENSE?

AS SOON AS THEY SEND ME THE INFORMATION AND DECIDE WHICH STATIONS THEY WILL BE WORKING ON, THEN I WILL FORWARD IT OUT AND GET IT OUT TO YOU.

SO WITH THAT, COMMISSIONER TROOST, THAT'S THE END OF MY REPORT UNLESS THERE ARE ANY QUESTIONS.

COMMISSIONER TROOST: THANK YOU. ANYBODY? KECIA.

COMMISSIONER WELLER: SO WHEN THE FARE GATES ARE GOING TO BE ACTIVE, IS IT GOING TO BE LIKE THE BART SYSTEM AND GOING TO HAVE A GATE THAT YOU CAN THAT CLOSES AND THEN YOU TAP IT AND IT WILL OPEN?

CHIP HAZEN: THERE ARE TWO TYPES OF GATES. ONE IS A ROLL GATE YOU PUSH THE HANDLE BAR. THE OTHER IS LIKE BART. THAT'S THE ACCESSIBLE GATE. IT'S 36 INCHES WIDE. THEY WILL GO BACK AND RECESS BACK INTO ITSELF AND THEY WILL GO BACK TOGETHER.

COMMISSIONER WELLER: THANK YOU.

COMMISSIONER CHANG: I WANT TO MAKE A COMMENT.

COMMISSIONER TROOST: GO AHEAD.

COMMISSIONER CHANG: I WENT TO ACCESSIBILITY ADVISEMENT COMMITTEE MEETING. I WAS VERY IMPRESSED. ONE IN CHARGE, THE CHAIR PERSON. IMPRESSED NOT ONLY WITH THE ISSUES, BUT THE PARTICIPATION AND THE RESOLUTION, IT'S VERY EFFECTIVE.

CHIP HAZEN: THANK YOU. WE USE THE COMMITTEE FOR A LOT OF DIFFERENT ISSUES. STAFF MUST BE ABLE TO COME TO THE GROUP AND MAKE THE PRESENTATION. I WILL GIVE YOU A LITTLE BIT OF A HINT. THE TAP PEOPLE HAVE NOT COME AND DISCUSSED THIS PARTICULAR ISSUE TO ITS RESOLUTION. SO THAT GIVES YOU AN IDEA WHERE I AM COMING FROM. WE ARE STILL TRYING TO GET THEM TO UNDERSTAND THAT IF YOU LEAVE THAT BARRIER UP, THAT ALL THOSE PEOPLE ARE GOING TO GO ON TO ACCESS, PROBABLY GOING TO COST 2-3 MILLION A YEAR IN ADDITIONAL FUNDS TO ACCESS BECAUSE THERE ARE THAT MANY PEOPLE WHO DON'T HAVE USE OF THEIR ARM AND HANDS. THAT'S WHAT WE ARE TRYING TO IMPRESS UPON THEM. WHY WE WANT TO HAVE A LOT OF PEOPLE COME OUT AND USE IT AND HELP US WITH IT.

COMMISSIONER NEAL: CAN I COMMENT ON YOUR COMMENT. I USED TO BE ON THAT COMMITTEE AND IT WAS RUN TOTALLY DIFFERENT. I THINK SINCE CHIP HAS TAKEN CARE OF IT, I THINK IT'S MADE A DIFFERENCE IN THE WAY THE COMMUNITY IS LISTENED TO AND THE WAY IT'S PRESENTED.

COMMISSIONER CHANG: AND THE GUEST SPEAKERS DIDN'T FEEL LIKE THEY ARE THREATENED OR ATTACKED.

CHIP HAZEN: I TAKE MY WHIP OUT.

COMMISSIONER NEAL: [INAUDIBLE] EXECUTIVE COMMITTEE.

COMMISSIONER CHANG: IT WAS WONDERFUL. IT WAS VERY NICE.

CHIP HAZEN: THANK YOU VERY MUCH.

COMMISSIONER TROOST: ONE QUESTION THAT I HAVE, IS IT TRUE THEY THINK ABOUT REMOVING THE – REMOVING THE VISA LOGO.

COMMISSIONER NEAL: FROM THE CARD.

RHONDA RANGEL: IS IT TOO LATE TO REMOVE THE VISA LOGO FROM THE CARD.

CHIP HAZEN: I THINK TODAY IT IS. THIS IS SOMETHING THAT WAS DECIDED A COUPLE YEARS AGO. THIS WASN'T A QUICKIE DECISION. THE ISSUE WENT THROUGH AT LEAST TWO YEARS AGO, THEY AM AWARE OF. NOW WHETHER ACCESS HAD ANY DEBATE ON THAT, I DON'T KNOW, I WASN'T INVOLVED IN THE DISCUSSION.

COMMISSIONER TROOST: THANK YOU.

CHIP HAZEN: THANK YOU.

RHONDA RANGEL: NEXT ITEM IS 11. BUT I ALSO WANTED TO NOTE, TO LET THE COMMISSIONERS AND THE AUDIENCE KNOW THAT USUALLY WE HAVE ANGELA DAVIS, BUT SHE'S ON VACATION THIS WEEK.

AND MR. HAGEN IS HERE BUT HAS NOTHING TO REPORT BECAUSE THERE WAS NO ACCESS BOARD MEETING.

SO ON ITEM 11, COMMISSIONER ANNOUNCEMENTS.

COMMISSIONER TERAN: I HAVE A COUPLE ITEMS. REMEMBER COMMISSIONER NEAL AND RHONDA, I MENTIONED WHEN WE HOLD THE COMMITTEE MEETINGS, AND I BROUGHT YOU THE ARTICLE IN CASE YOU HAVEN'T GOTTEN IT. FROM SUNDAY JULY 3. I THOUGHT IT WAS VERY INTERESTING THERE IS THIS GROUP WHICH HAS PEOPLE WITH DISABILITIES AND THEY DANCE. I CAN PASS IT AROUND AND YOU CAN LOOK AT IT.

AND THE OTHER ONE IS, I DON'T KNOW HOW MANY OF YOU SAW THIS. THIS WAS FROM WEDNESDAY JUNE 15, THIS LITTLE BOY WHO HAS A DISABILITY – AUTISTIC, ACTUALLY, TOOK HIS DOG TO CLASS AND THEY WOULDN'T ALLOW IT. AND I WAS ASKING FOR US TO BRING SOMEONE TO SPEAK ABOUT THIS. ACTUALLY THERE ARE TWO GROUPS.

AND THE THIRD THING IS, I PICKED THIS UP AT CITY HALL A COUPLE DAYS AGO, FOR PEOPLE WITH HEARING IMPAIRMENT.

COMMISSIONER NEAL: THEY WERE ON THE RADIO THIS MORNING.

COMMISSIONER TERAN: SEPTEMBER 24. THE COUNCILMAN, WOODLEY PARK, I CAN PASS THIS AROUND, AND YOU CAN KEEP THEM, PLEASE, IF YOU LIKE, ANYONE WHO KNOWS SOMEONE WITH THAT DISABILITY. I'VE NEVER SEEN THIS BEFORE.

COMMISSIONER NEAL: CAN I MAKE A COMMENT? RICHARD RAY WAS ON TODAY. HE SAID HE WOULD LIKE EVERYONE TO ATTEND BECAUSE IT'S AN OPPORTUNITY FOR US TO GET TO KNOW EACH OTHER. SOME PEOPLE DON'T KNOW ANYTHING ABOUT DEAF PEOPLE AND DEAF CULTURE, STUFF LIKE THAT. HE WOULD LIKE THIS TO BE AN OPPORTUNITY FOR EVERYBODY TO EXCHANGE IDEAS SO WE CAN ALL WORK TOGETHER. RICHARD RAY IS DEAF SERVICES COORDINATOR, CITY OF LOS ANGELES.

COMMISSIONER TERAN: I WOULD LIKE TO ASK AGAIN, JANET, AND I DID BEFORE, THAT THE COMPANY WHO HAS THESE PEOPLE DANCE AND

SOMEONE WHO CAN SPEAK TO US ABOUT WHY A CHILD WHO IS AUTISTIC SHOULDN'T BE ALLOWED TO TAKE A DOG TO CLASS. REMEMBER I MENTIONED THAT?

COMMISSIONER NEAL: CAN I MAKE A COMMENT ON THAT? THERE IS A LOT OF CONTROVERSY ABOUT DOGS, THERE IS NO STANDARD FOR WHAT CONSTITUTES A WORK DOG OR WHAT SERVICE DOG. THERE IS NO STANDARD, AND I THINK THAT NEEDS TO BE FIXED BEFORE YOU CAN SAY, OKAY, THIS CHILD THAT'S AUTISTIC NEEDS TO HAVE THIS. THERE IS NO STANDARD. AND I WOULD LIKE TO SEE MAYBE THIS COMMISSION GET INVOLVED IN SOME KIND OF STANDARD. LIKE WHAT I SUGGESTED ABOUT THE CAPTIONING. THERE NEEDS TO BE A STANDARD BEFORE YOU CAN SAY WHAT YOU CAN AND CANNOT DO.

COMMISSIONER TERAN: MAYBE WE CAN HAVE SOMEONE TALK TO US ABOUT THAT.

AT THE COSTCO I GO TO, I THINK EVERYONE IS TAKING ADVANTAGE OF THE COMFORT ANIMAL. I DON'T THINK THEY ARE ALL SERVICE. THEY CARRY THEM WITH THE LITTLE CLOTHES ON AND WHATEVER. WE ARE SITTING OUT THERE IN THE FOOD COURT AND THEY ARE ALL OVER THE PLACE. I LOVE ANIMALS, I HAVE A PET.

COMMISSIONER NEAL: I DON'T WANT TO SEE YOUR PET OR ANYONE ELSE'S PET SITTING ON A TABLE AT A RESTAURANT I AM AT. I DON'T THINK TO EAT AT A RESTAURANT WITH A DOG ON THE TABLE.

COMMISSIONER TERAN: THIS ISN'T A SERVICE DOG. AT TARGET THE SAME ISSUE CAME UP, AND THE SECURITY YOUNG MEN TOLD ME, THE ANIMAL HAS TO HAVE SOME KIND OF A BRACELET.

COMMISSIONER NEAL: THERE IS NO CERTIFICATION.

COMMISSIONER TERAN: HE SAID HE KNOWS ABOUT IT, I SAW HIM CHECK. MAYBE THESE PEOPLE ARE NOT REALLY THEIR – NOT REALLY THEIR COMFORT ANIMAL, IF THEY WERE THEY WOULD HAVE THE (INAUDIBLE) ATTACHED TO THE ANIMAL. MAYBE HAVE SOMEONE COME AND TELL US THEY –

COMMISSIONER CHANG: THE SERVICE DOGS IN THE DEPARTMENT OF REHABILITATION ARE CERTIFIED. THEY ONLY COME FROM CERTAIN PLACES, TRAINED FOR AT LEAST ONE YEAR, BEFORE THEY RELEASE THE SERVICE DOGS TO OUR COUNSELORS. THEY HAVE HUMAN INTELLIGENCE OF AGE 4. THEY ARE PICKED THEN TRAINED.

IT'S A VERY RIGID EVALUATION PROCESS ON THE DOG AND THE OWNER. YOU MUST HAVE A CERTAIN PERSONALITY. OWNERS ARE ALSO TRAINED, NOT JUST THE SERVICE ANIMALS.

COMMISSIONER NEAL: THEY ABUSE IT A LOT. A GUY AT THE RENAISSANCE FAIR HAVE A RAT DOG WITH A VEST DOG RUNNING AROUND, IN BETWEEN PEOPLE'S LEGS, WITH A LEASH. THEY DON'T BEHAVE LIKE THAT. I THINK THERE IS REGULATION ABOUT TAKING THEM TO THAT TYPE OF EVENT. I THINK IT'S BEING ABUSED. I RECOMMEND WE HAVE SOMEONE COME AND ADDRESS THAT.

COMMISSIONER TERAN: COMMISSIONER CHANG, USUALLY SERVICE ANIMALS DON'T THEY HAVE SOME KIND OF A VEST OR IDENTIFICATION.

COMMISSIONER NEAL: YOU CAN JUST GO BUY THAT.

COMMISSIONER TERAN: HAS TO BE SOMETHING ON IT. WHAT IS IT? IF YOU KNOW.

COMMISSIONER CHANG: THE SUFFICIENCY DOGS THEY HAVE A KIT RELEASED TO THE OWNER, THEY ARE REGISTERED.

COMMISSIONER TERAN: SO THESE PETS CAN BE ANY SIZE AND CARRIED AROUND.

COMMISSIONER CHANG: WHAT I KNOW, IN OUR DEPARTMENT, THE SERVICE DOGS THEY ARE LABS.

COMMISSIONER TERAN: WHAT I THINK –

COMMISSIONER CHANG: VERY FEW AND, GERMAN SHEPHERDS.

COMMISSIONER NEAL: COMPANION ANIMALS, TO KEEP THEM FROM BEING NERVOUS.

COMMISSIONER TERAN: WERE YOU GOING TO ASK US ABOUT THE CUPS OR NOT YET? THE CUPS FOR THE LUNCHEON?

COMMISSIONER NEAL: NO. I WOULD RATHER DO IT IN THE MEETING THEN PRESENT TO THE COMMISSION IF THAT'S OKAY.

COMMISSIONER TERAN: THE REASON I BROUGHT IT WAS BECAUSE WHEN WE HAD THE MEETING, I THINK DANIEL, YOU SAID AS SOON AS POSSIBLE.

COMMISSIONER NEAL: IT IS. SO YOU CAN GIVE IT TO RHONDA.

COMMISSIONER TERAN: OKAY. WILL

COMMISSIONER NEAL: COUPLE ANNOUNCEMENTS.

I WANTED TO SHOW THIS AD HERE. THIS IS FROM PROJECT ANGEL FOOD, AND I WANTED TO BRING YOUR ATTENTION TO THE FACT THEY ARE HAVING, THE SECOND FUND-RAISER THIS YEAR, THE MONEY GOES TO PROJECT ANGEL FOOD AND AIDS PROJECT LA. I KNOW LATOYA JACKSON DONATED A LOT OF MONEY TO BOTH AGENCIES AND THEY ARE STILL CUTTING BACK BE WHAT THEY ARE DOING. NO MORE HOT MEALS WITH PROJECT ANGEL FOOD. ONLY THE FROZEN MEALS THEY BRING ONCE A WEEK. YOU NEED TO HAVE A FREEZER LARGE ENOUGH TO STORE THAT STUFF. ASKED THEM ABOUT IT. THEY SAID THEY WERE DOING IT BECAUSE IT'S EASIER FOR THEM. I SAID WHAT? WE ARE THE CLIENTS SUPPOSED TO BE SERVED BY THAT. "OH, NO I DIDN'T REALLY MEAN THAT." I WANTED TO BRING IT UP BECAUSE I THINK SOMETHING NOT QUITE RIGHT THERE.

ALSO WANTED TO MENTION ARTS AND SERVICES FOR DISABLED EVENT. THIS IS CALLED MAP. STARTS AUGUST 5, RUNS THROUGH SEPT, AN ART SHOW. AT CECA'S ARTIFACT GALLERY, ON ROSECRANS. CONTACT COLIN CARRI, 562-982-0252. HERE'S ANOTHER ONE.

NAPOLEON, A STORY BOOK ILLUSTRATION, AUGUST 12 THROUGH AUGUST 2012. PASS THESE AROUND.

RHONDA RANGEL: OTHER COMMISSIONERS?

COMMISSIONER NEAL: I WANTED TO ALSO ASK THAT I KNOW THERE IS A NEW SYSTEM FOR HEARING-IMPAIRED WHERE YOU CAN HAVE YOUR

COMPUTER AND YOU SIGN TO THE COMPUTER, AND THEN THERE IS SOMEBODY SOMEPLACE ELSE, ANOTHER LOCATION. AND THEN I AM ON THE TELEPHONE. THEY ARE LOOKING AT WHAT THE DEAF PERSON IS SIGNING, AND THEY ARE TELLING ME WHAT IT IS. WELL, THERE IS A CERTAIN AMOUNT OF ETIQUETTE THAT I THINK THAT THE GENERAL PUBLIC NEEDS TO BE AWARE OF BECAUSE I'M TIRED OF GETTING CHEWED OUT BY THESE OPERATORS OR WHATEVER, BECAUSE I DON'T KNOW WHAT THE RULES ARE. SAY I AM TALKING NOW AND SOMEBODY SAYS UH-HUH. THE PERSON DOING THE COMMUNICATION STARTS YELLING, I CAN'T DO THIS WITH ALL THIS CROSS CONVERSATION. IT'S NOT CROSS-CONVERSATION. I THINK WE NEED TO KNOW WHAT THE RULES ARE. I AM JUST TRYING TO --

[---CAPTIONING TECHNICAL GLITCH---]

COMMISSIONER NEAL: CAN I MAKE A COMMENT ON THAT? THERE IS.

COMMISSIONER WELLER: I HAVE A CAMERA ON MY MAC, AND IT'S LIKE, FOR EXAMPLE, I USE PURPLE ON MY -- I USE PURPLE COMMUNICATIONS ON MY INTERACTIVE VIDEO RELAY. AND I DO TEXTING. I TEXT THEM MY PHONE NUMBER, AND THEN AN INTERPRETER COMES ON TO MY -- THEY COME ON AND I COME ON, AND I SAY -- THEN THEY DIAL THE PHONE NUMBER I WANT. AND I COMMUNICATE WITH THE INTERPRETER, THE CA, THE COMMUNICATION ASSISTANT. THEY HAVE A HEAD-SET ON AND COMMUNICATING WITH THE PERSON I AM COMMUNICATING WITH, SIGNING.

COMMISSIONER TROOST: IS THAT A COMPONENT OF THE CALIFORNIA RELAY SERVICE, WHICH IS TELEPHONE, WHERE YOU HAVE -- LIKE THE HEARING-IMPAIRED RELAY SERVICE.

I CAN FIND THAT OUT.

COMMISSIONER NEAL: I DON'T THINK IT'S THE SAME. BECAUSE THEY HAVE A SPECIFIC PHONE NUMBER AND IF THE PERSON IS NOT THERE, THEN IT SAYS YOU REACHED THE EXTENSION FOR SOMEBODY THAT USES THE SYSTEM. WHATEVER IT'S CALLED. I THINK IT'S DIFFERENT FROM THE CALIFORNIA RELAY SERVICE BECAUSE IT'S ALL VOICE, WITH THE COMPUTER KEYBOARDS AND THE OTHER IS ACTUALLY SOMEBODY SIGNING.

SO I THINK IT'S TWO DIFFERENT THINGS.

RHONDA RANGEL: ANY OTHER COMMISSIONER COMMENTS?

ITEM 13. AND WE DO HAVE SOME PUBLIC COMMENT. FIRST IS ROBERT COTO.

>>ROBERT COTO: HI, EVERYBODY, I'M BACK. I HAVE A COMMENT, A QUESTION FIRST.

ABOUT THE COMMITTEES YOU ARE TALKING ABOUT. IS THAT OPEN TO ANYBODY? THE COMMITTEES YOU TALKED ABOUT BEFORE. IS IT OPEN TO ANYBODY? SOME OF US CAN GIVE A LOT OF INFORMATION, INFORMATION FOR THE COMMITTEES. KU GET US THE DATES FOR THE COMMITTEES SO MAYBE WE CAN GO.

>>YES.

>>ROBERT COTO: ANOTHER QUESTION. THE PEOPLE FROM ACCESS, ABOUT THE VISA CARD. WHEN THEY DID THIS VISA CARD THING DID THEY GET INPUT FROM THE CLIENTS OR THE PEOPLE USING ACCESS SO THEY CAN WHETHER THEY WANT THE ACCESS OR THE VISA? CAN YOU ANSWER THAT?

LOUIS BURNS: I WILL SPEAK TO IT AFTER YOU ARE DONE.

>>ROBERT COTO: ALSO MY WIFE ANNOUNCED THE HOPE AND RECOVERY. JUST A MINUTE, GUYS.

WE WANT TO ASK THE ACCESS PEOPLE, THEY KNOW ABOUT THE CLIENT COALITION, IF WE CAN HAVE A TABLE WHERE WE CAN PASS ON INFORMATION – AT THE ACCESS AWARD LUNCHEON?

RHONDA RANGEL: THE ACCESS AWARDS LUNCHEON IS THE COMMISSION'S LUNCHEON. YOU CAN SPEAK TO ME ABOUT THAT.

>>ROBERT COTO: THANK YOU VERY MUCH.

RHONDA RANGEL: NEXT PERSON IS SOWAKO NATALE [PHONETIC].

>>SOWAKO NATALE: ANNOUNCEMENT. SANTA MONICA, IF YOU ARE GOING – ON SATURDAY, NATIONAL ALLIANCE, MENTAL ILLNESS WALK AT SANTA MONICA PROMENADE. IF YOU WANT TO COME. THANK YOU.

RHONDA RANGEL: NEXT, SANDRA CLAYTON.

>>SANDRA CLAYTON: THIS IS A PROGRAM I JUST GOT INVOLVED IN WITH THE DEPARTMENT OF AGING. IT'S CALLED ELDER CONNECT. STARTING A PILOT PROGRAM, THEY WANT PEOPLE RETIRED OR GOING TOWARD THEIR MASTERS DEGREE TO WORK WITH SENIORS AND DISABLED TO HELP THEM GET BENEFITS. IF YOU KNOW ANYBODY, I CAN GIVE YOU THE INFORMATION. IT'S AT THE DEPARTMENT OF AGING. BUT THEY ARE LOOKING FOR GRADUATE STUDENTS OR ANYONE THAT'S RETIRED AND REALLY WANTS TO WORK AND HELP THESE PEOPLE GET BENEFITS. IT'S A REALLY GREAT PROGRAM. SO THEY CAN FIND OUT FINANCIALLY OR WHATEVER BENEFITS THEY CAN GET.

RHONDA RANGEL: IF YOU HAVE A FLYER, I CAN MAKE SURE WE GET COPIES OUT.

>>SANDRA CLAYTON: TERRIFIC. IT'S GOT THE EMAIL.

RHONDA RANGEL: CHANTAL, NOT SURE OF THE LAST NAME.

>>CHANTAL: I WANTED TO PASS THIS PICTURE AROUND TO YOU GUYS. CAN I APPROACH YOU?

I AM – AND INNOVATIVE. AND THE REASON I AM HERE IS I AM TRYING TO STOP THESE PARTICULAR FAMILY MEMBERS FROM TAKING ADVENTURE OF PEOPLE WITH DIFFERENT TALENTS BECAUSE OF OUR DISABILITIES. I WAS MADE HOMELESS BASED ON THESE PARTICULAR INDIVIDUALS THAT WANT TO TAKE ADVANTAGE OF ME AND CONTROL ME. I AM HERE TO SPEAK WITH SOMEONE THAT DEALS WITH HOUSING. I NEVER ASKED THESE PARTICULAR PEOPLE TO TAKE ANYTHING FROM ME. I NEVER ASKED THEM TO STEAL FROM ME. THAT'S WHAT THEY ARE DOING, IT'S A FAMILY MEMBER WHO IS VERY WEALTHY. BECAUSE OF MY DISABILITY FELT HE COULD KEEP MY OWN KIDS FROM ME FOR THREE YEARS. FIGHTING FOR THEM FOR 7. ANYTHING – THESE PARTICULAR SISTERS I WAS NEVER VERY FAMILIAR WITH. WHO CAN I SPEAK TO BECAUSE OF THIS HOUSING SITUATION, THIS SET UP. EVICTING ME

ILLEGALLY, 5 DAYS BEFORE MOTHER'S DAY. THEY WANTED MY INVENTIONS. ONE IS THE I PHONE. IT WAS CALLED THE HANDY PHONE, THEY CHANGED THE NAME TO SMART PHONE AND IPHONE. BASED ON PEOPLE THAT KNOW ABOUT THIS PARTICULAR ENDEAVOR, STOPPED ME FROM TALKING TO THESE PARTICULAR INDIVIDUALS, STOPPED ME FROM COMMUNICATION WITH ANYONE WHO KNOWS THE TRUTH ABOUT THIS PARTICULAR SITUATION.

WHO CAN I SPEAK TO ABOUT HOUSING BECAUSE I AM HARASSED AT EVERY LEVEL, NOT KNOWING THAT MY BABY'S FATHER HAD A BABY BY NOT ONLY ME BUT A SISTER NAMED LETICIA WHO I DIDN'T KNOW AT THE TIME. IT'S ABUSE AT EVERY LEVEL. I AM TIRED OF THEM TAKING ADVANTAGE OF PEOPLE WITH DISABILITIES, PERIOD. YOU HAVE NO RIGHT TO TELL THEM WHERE AND WHERE THEY CAN'T LIVE. YOU DON'T HAVE THE RIGHT TO TELL YOU DON'T DESERVE THE SAME QUALITY OF LIFE THEY DO.

RHONDA RANGEL: YOU CAN SPEAK TO ME REGARDING RESOURCES. WE ARE THE STAFF FOR THE COMMISSION.

>>CHANTAL: THEY ARE NOT ALLOWING ME TO MOVE UNLESS THEY SAY YEAH. I KNOW LIFE ISN'T FAIR. I DIDN'T ASK FOR THIS DECK OF CARDS.

THOSE BLUETOOTHS, THEY ARE NOT ON THE MARKET. BUT IF ANY SPORT, YOU WOULD LIKE YOUR FAVORITE TEAM, LOGO YOU WOULD LIKE. AND THERE IS A BILLION. I CAN'T GET TO THE CHARITIES I WANT TO IF THEY KEEP INTERFERING. IT'S NOT FAIR.

RHONDA RANGEL: THANK YOU.

MARIA TAN.

>>MARIA TAN: MY NAME IS MARIA TAN, AND I HAVE AN ANNOUNCEMENT ABOUT THE ASIAN-SPECIFIC ISLANDER HOPE AND RECOVERY CONFERENCE. IT WILL BE ON AUGUST 23, 2011, FROM 8:30 A.M. TO 5:00 P.M. AT THE CALIFORNIA ENDOWMENT CENTER, 1000 NORTH ALAMEDA STREET, LOS ANGELES. FREE TO CLIENTS AND FAMILY MEMBERS. 213-251-6860. THE CAPACITY OF THIS BUILDING IS 300 PARTICIPANTS. SO IT'S FIRST-COME FIRST-SERVED BASIS. THANK YOU VERY MUCH.

RHONDA RANGEL: PRESIDENT TROOST, THAT'S ALL THE PUBLIC COMMENCEMENT. I'M SORRY I ACCIDENTALLY SKIPPED IDEA 12. OTHER THAN THE ITEMS WE SPOKE ABOUT DURING THE MEETING, ANY OTHER ITEMS WE WANT ON THE FUTURE AGENDA?

COMMISSIONER NEAL: I THOUGHT WE DID THAT ONE. WHY WE – HAVING SOMEONE, RICHARD RAY COME AND ADDRESS THE ETIQUETTE AND ALSO WITH DOGS.

RHONDA RANGEL: JUST BECAUSE I DIDN'T OFFICIALLY SAY #12. #14?

COMMISSIONER TROOST: ITEM 14, DO I HEAR A MOTION?

COMMISSIONER NEAL: MOTION.

COMMISSIONER JAMES: SECOND.

COMMISSIONER TROOST: THIS MEETING IS ADJOURNED.

(3:20)